

**TOWN OF HANSON  
REQUEST FOR PROPOSALS  
LIBRARY FACILITY ASSESSMENT**

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The Hanson Public Library (*HPL*) seeks proposals from qualified architectural/engineering firms to perform existing conditions analysis and a preliminary cost estimate to meet the Town of Hanson and HPL needs. HPL seeks to verify the adequacy of the existing structure, its adaptability for emerging library programming, and potential future use and space. Successful respondents will demonstrate prior experience in building analysis, public construction, and the design of libraries.

A full copy of this RFP may be obtained by contacting Karen Stolfer, Director of the Hanson Public Library, 132 Maquan St, Hanson, MA 02341, or requested via [kstolfer@hansonlibrary.org](mailto:kstolfer@hansonlibrary.org).

Questions must be submitted via email by **4:00 PM EST on September 12, 2023**. Proposals are due to the Director by **4:00 PM EST on September 27, 2023**. Award of contract is by the HPL Board of Trustees. HPL reserves the right to reject any or all proposals.

- ☐ *published in Goods and Services Bulletin August 21, 2023*
- ☐ *published in COMBUYS August 21, 2023*
- ☐ *posted at the Hanson Town Hall August 21, 2023*
- ☐ *published in the Whitman-Hanson Express August 24, 2023 and August 31, 2023*

## SECTION I: RFP TIMELINE

<b>August 21, 2023</b>	Notice of RFP published
<b>August 21, 2023</b>	RFP available for distribution
<b>September 5, 2023</b>	Site Visit on September 5, 2023, at <b>2:00 PM EST</b> at the Hanson Public Library, 132 Maquan St., Hanson MA 02341 <i>Note: Site visit is optional.</i>
<b>September 12, 2023</b>	Last day for interested Respondents to submit questions in writing via email to Karen Stolfer at <a href="mailto:kstolfer@hansonlibrary.org">kstolfer@hansonlibrary.org</a> by <b>4:00 PM EST</b>
<b>September 19, 2023</b>	Final Addendum/ Response to questions issued by HPL
<b>September 27, 2023</b>	Proposals are due at the Director's Office by <b>4:00 PM EST</b> . <i>Proposals received after the time and date cited will not be accepted by the Town.</i>
<b>September 27, 2023 – November 21, 2023</b>	Evaluation of Proposals
<b>November 28, 2023</b>	Notice and Recommendation of Award to Select Board
<b>April 28, 2024 or 5 months after signing of contract (but no later than May 1, 2024)</b>	April 28, 2024 or 5 months after signing of contract - Presentation to the Board of final proposal ( <i>Contract Deadline</i> ). Contract must be concluded by May 1, 2024.

## **SECTION II: RESPONSE CHECKLIST**

*Proposals must be submitted in a sealed envelope with the HPL Facility Assessment and the Consultant's name and address clearly indicated on the envelope.*

### **Proposal Envelope**

1. Complete Proposal - Please see Section V, entitled Proposal Specifications.
2. Exhibit A - Proposal Signature Page (provided)
3. Exhibits B – D: Certifications (provided)
4. Please submit one (1) electronic copy of the Proposal on a flash drive, one (1) bound original and six (6) bound copies of the Proposal in a sealed envelope marked in the lower left corner with the words:

***Proposal for the  
HPL Facility Assessment  
[Consultant's Name]***

### SECTION III: PROJECT OVERVIEW

#### 1. INTRODUCTION

- A. **SOLICITATION:** The HPL seeks proposals from qualified firms to perform existing conditions analysis and a preliminary cost estimate to meet the Town of Hanson and HPL needs. A more descriptive scope of work is included in this RFP.

The point of contact for this RFP is:

Karen Stolfer  
Director, Hanson Public Library  
132 Maquan St.  
Hanson, MA 02341  
781-293-2151  
[kstolfer@hansonlibrary.org](mailto:kstolfer@hansonlibrary.org)

- B. **DEADLINE:** Responses are due to the Director of the HPL by **September 27, 2023 at 4:00 PM EST**. Responses shall conform with the formal requirements of this RFP.
- C. **REQUESTS FOR INFORMATION:** Questions concerning the RFP must be submitted in writing and be received in writing via email to [kstolfer@hansonlibrary.org](mailto:kstolfer@hansonlibrary.org) on or before **4:00 PM EST on September 12, 2023**. Written responses/addenda will be emailed on or before **September 19, 2023**, to those recorded by the HPL as having received the RFP. No oral responses will be provided, and no oral responses may be relied upon.

An optional site visit will be held on **September 5, 2023 at 2:00 PM EST**, at the Hanson Public Library, 132 Maquan Street.

- D. **FORM OF SUBMITTAL:** Responders to this RFP shall include one (1) original and six (6) bound copies as part of their submittal. Additional submittal requirements are indicated in Section V of this RFP.
- E. **PROCUREMENT:** The selection of the Consultant will be made based on the criteria set forth in this RFP and will conform with any applicable procurement requirements as set forth in M.G.L. c.30B and M.G.L c.7C, ss.44-58. HPL reserves the right to reject all bids if it is in the best interest of the Town of Hanson.
- F. **AWARD:** Contract for Services will be awarded by the Board of Trustees of HPL after such time references are verified and checked. The contract will be awarded to the Respondent submitting the most advantageous proposal and after a comparison of the technical merits and price of each proposal from a responsive and responsible proposer. HPL reserves the right to cancel this RFP or to reject all Responses. The HPL reserves the

right to waive minor informalities on the process, as deemed to be in the best interest of the Town.

## 2. **PROJECT DESCRIPTION**

- A. **OVERVIEW:** The HPL serves the Town of Hanson, Massachusetts, a suburban community in Plymouth County with an area of 15 square miles and a population of approximately 11,000 residents. Library governance and policy is overseen by the elected Board of Library Trustees. Day-to-day administration of Library programs and activities is the responsibility of the Director, who oversees a staff of eight.

The HPL strives to strengthen and enrich the community and to inspire curiosity and foster life-long learning by connecting people and ideas. The Library provides access to a wide variety of resources, technology, and experiences in a welcoming, supportive environment. HPL serves approximately 7,000 patrons annually; annual circulation is approximately 56,000 items (estimates based on FY22 data).

- B. **PROJECT GOALS:** As described in the *HPL Strategic Plan 2019-2023* (attached as Exhibit E to this RFP), The HPL will:

- be an inviting place that provides exemplary customer service
- offer a variety of print, audio, visual, and digital materials which respond to the recreational and informational needs of the community
- serve as a place for individuals and groups to foster existing connections and form new relationships with others
- endeavor to entertain and inspire creativity by offering a variety of enriching experiences
- be a resource for technology and digital content and assist people with incorporating technology into their lives

In 2018, HPL undertook a planning and visioning process to evaluate the Library, consider improvements to library services and the facility in which those services would be delivered to the community, and determine priorities for the Library in the future. The *HPL Strategic Plan 2019-2023* identifies goals and objectives that support these priorities. It is intended that the services solicited in this RFP will analyze each of these priorities as they relate to the existing library facility as well as prevailing best practices. It is the purpose of HPL to understand the degree to which the existing facility may be improved upon - through renovation, rehabilitation or new construction - so as to optimally meet the goals and objectives of Hanson. It also the purpose of HPL to understand the costs associated with any proposed improvements or new construction.

- C. **PROJECT PERIOD:** The project is expected to take no more than three (3) to five (5) months from initial date of contract to delivery of final study. As a submittal requirement, the Consultant will submit a project schedule showing key tasks, targets dates, and

estimated task duration. Any proposed deviation from the Town's proposed timeline should be discussed in the Consultant's response to the RFP.

- D. **BUDGET:** Project budget is not to exceed \$50,000.
- E. **COORDINATION WITH HPL DIRECTOR:** Project oversight will be performed by HPL Director, who will coordinate communication between the selected Respondent and a working committee of stakeholders (including the Town Planner) appointed by the Board of Library Trustees.

### 3. **FACILITIES DESCRIPTION**

Built in 1991, the Hanson Public Library is an attractive, one-story, arts-and-crafts style building on the corner of Maquan and School Streets in the Town of Hanson. The 11,177 square foot building, shared with the Town's Multi-Service Senior Center, is opposite the Indian Head Elementary School and is adjacent to a vacant parcel of Town-owned land, which is the site of the former Maquan Elementary School.

The library portion of the building occupies 8,195 square feet and was undersized when it was built in 1991. Its construction predates the installation of infrastructure to meet current library use. Access to electrical outlets is severely limited and tel-data connection points are inconvenient and inflexible. There is no clear path to staff upon entering the building due to the tall, large circulation desk that is fixed in place. The library is overwhelmed by furnishings and fixtures, and the shelving the collection requires has expanded to consume almost all available floor space. The children's area is cramped and contains shelving that is too high for children to reach. A more complete description of the facility is included in the *HPL Library Building Program* (attached as Exhibit F for informational purposes only).

## **SECTION IV: SCOPE OF SERVICES AND DELIVERABLES**

### **1. DOCUMENTATION OF EXISTING CONDITIONS**

Upon award of contract, the Consultant will document all observable conditions at the subject property. Study shall include site and grounds – pavement, curbs, loading docks, walks, landscaping, irrigation, site drainage, exterior lighting, walls, fencing/railings, signage, and exterior amenities; structural systems – foundations and structural framing of walls, columns, intermediate floors, and roofs; building envelope – roofing systems, exterior finishes, stairs and steps, exterior doors, and windows; interior building components – interior finishes; mechanical systems – electrical, heating ventilation/ air conditioning, plumbing and conveyance systems; regulatory compliance – life safety, fire suppression systems, and general visual review of property compliance to the Americans with Disabilities Act (ADA).

### **2. REQUIRED COMMUNICATIONS**

The Consultant will meet at regular intervals with HPL Director and stakeholders to provide updates on project progress at least two (2) to three (3) times during the project.

### **3. COST ESTIMATING**

The consultant will provide general estimates of the costs on a square foot basis associated with any proposed modification or addition to the facility or possible new Library Building.

### **4. PRESENTATION OF FINAL REPORT**

The consultant will compile a narrative report and will present this report to the Board of Library Trustees at a public meeting.

### **5. DELIVERABLES**

For each task described in this Scope of Work, deliverables will consist of customary graphic and narrative documents that describe the work, any critical details, and spreadsheets.

## **SECTION V: PROPOSAL SPECIFICATIONS**

Contents of the Proposal Submission must include written responses to the requirements of this RFP in the order of the headings listed below.

### **1. LETTER OF TRANSMITTAL**

The Letter of Transmittal shall contain a statement that the Respondent has read, understands, and will comply with the requirements and conditions contained in this RFP, which will include an understanding of the *HPL Strategic Plan 2019-2023* and *Library Building Program (for informational purposes only)*. The Letter will affirm that the Respondent meets the Minimum Evaluative Criteria as described in Section VII. The Letter shall be signed by a representative for the firm, who is authorized to act as a contact person during the selection, negotiation and contracting process, and is authorized to bind the Consultant in contract.

### **2. STATEMENT OF PROJECT UNDERSTANDING**

The Respondent shall state its understanding of the Project in clear and succinct terms. The Statement of Project Understanding shall demonstrate the Consultant's understanding of the *HPL Strategic Plan 2019-2023* and the *Library Building Program (for informational purposes only)*.

### **3. PLAN OF WORK**

The Respondent should provide a detailed description of the firm's approach to meeting the technical, professional and scheduling requirements described in this RFP, including project management, communication with the Town, and proposed deliverables. The Plan of Work shall include a project timeline.

### **4. PROJECT TEAM**

This section should include a description of the firm as well as anticipated subconsultants, if any. The Respondent's Project Manager shall be identified. The roles of subconsultants should be clearly stated. The Respondent should describe its overall capability and confirm its commitment to successfully perform services within the described budget and schedule. The names and resumes of key members of the Respondent's Team, including subconsultants, shall be presented along with their respective roles and related experiences.

### **5. RELEVANT PROJECT EXPERIENCE**

At least five (5) projects that reflect working relationships among key members of the Respondent's project team and provide details on experience and past performance on projects of similar type, scope, or scale. For the purposes of this RFP, the following is defined as "Relevant Project Experience":

1. Experience with program analysis
2. Experience with projects of similar size
3. Experience with municipal clients and citizen boards

**6. REFERENCES**

The Respondent shall provide the name, title and telephone number of a minimum of five (5) persons who can speak to the Respondent's performance on previous projects. Reference contact information shall be current. Municipal client contacts are preferred.

**7. OTHER REQUIREMENTS**

1. Proposal Signature Page (see Exhibit A)
2. Non-Collusion Certification pursuant to Massachusetts General Laws, Chapter 30, Section 39M. (see Exhibit B)
3. Tax Compliance Certification pursuant to Massachusetts General Laws, Chapter 62C (see Exhibit C)
4. Certificate of Debarment Policy Compliance, pursuant to Massachusetts General Laws, Chapter 29, Section 29F(h) (see Exhibit D)

## SECTION VI: GENERAL SPECIFICATIONS

### 1. QUESTIONS

- A. The terms “Respondent” or “Respondents” shall mean the corporation, partnership, or individual proposing or under contract to furnish the services solicited in this RFP. The term “Town” shall mean the town of Hanson, Massachusetts.
- B. No questions of this RFP will be made to any Respondent orally. Every request for more information shall be via email addressed to HPL Director, Karen Stolfer, at [kstolfer@hansonlibrary.org](mailto:kstolfer@hansonlibrary.org). Requests for clarification or information must be received no later than **4:00 PM EST on September 12, 2023**. Any and all responses to questions and any supplemental instructions will be in the form of written Addenda to this RFP. Such Addenda will be communicated to all Respondents via email no later than **September 19, 2023**.
- C. Failure of any Respondent to receive any such Addenda shall not relieve such Respondent from any obligation under his/her proposal as submitted. All Addenda so issued shall become part of this RFP. Receipt of Addenda, if any, shall be confirmed by Respondent on Proposal Signature Page (Exhibit A). The failure or omission of any Respondent to examine any form, instrument, or document shall in no way relieve any Respondent from any obligation with respect to his/her proposal.

### 2. SUBMISSION OF PROPOSALS

- A. Respondents shall submit one (1) bound original plus six (6) bound copies of the Proposal, inclusive of all Exhibits A through F which are included in this RFP.
- B. Each Proposal must contain the full name and address of each person or company interested therein.
- C. Each Proposal shall be submitted in a sealed envelope with the following marked on the outside:  
**Proposal for the**  
***HPL Facility Assessment***  
***[Consultant’s Name]***
- D. HPL anticipates that the contract for the proposed work will be awarded within 30 days of proposal submittal date. Proposals must remain valid for 45 days.

- E. Mailed Proposals shall be enclosed within an outer mailing envelope, addressed to:
- Karen Stolfer, Director  
Hanson Public Library  
132 Maquan Street  
Hanson, MA 02341  
Re: Facility Assessment RFP

All respondents are cautioned to allow ample time for transmittal. Responses received after the Deadline will not be accepted or recognized. Note that the times of receipt will determine the acceptability of mailed proposals regardless of postmark.

### **3. WITHDRAWAL OR MODIFICATION OF RESPONSES**

- A. A Response may be withdrawn by written request, providing that such request is received prior to time established herein for the opening of Proposals.
- B. Modifications to Proposals and/or Exceptions to the RFP may be submitted prior to the date and time specified for the receipt of proposals. After the proposal opening, a Respondent may not change any provision of the proposal in a manner prejudicial to the interests of HPL or fair competition. Minor informalities will be waived or the Respondent will be allowed to correct them. If there is a mistake in the proposal document and the intended correct wording is clearly evident, the mistake will be corrected to reflect the intended correct meaning and the Respondent will be notified in writing; the Respondent may not, however, withdraw the Proposal. A Respondent may withdraw a Proposal if a mistake is clearly evident in the Proposal document, but the intended correct wording is not evident.
- C. An original plus six (6) copies of any modifications and/or exceptions must be submitted together with a signed letter of transmittal. Also submit an electronic version of the Proposal on a flash drive.
- D. Modifications must be submitted in sealed envelopes clearly marked, "HPL Facility Assessment, Modification No. [ ]" (with each Respondent's modifications numbered in sequence).
- E. Modifications may only be comprised of replacement pages and/or insertion pages, together with an index of modifications.

### **4. EVALUATION OF PROPOSALS**

- A. All proposals shall be received and evaluated in conformance with the requirements of M.G.L. Chapter 30B, as applicable, and M.G.L. Chapter 7C, sections 44-58. Evaluation shall be based upon qualifications only.

- B. Upon the receipt of all proposals, HPL Director shall submit all proposals to the Procurement Officer. Proposals will be opened at the specified time in the presence of one or more witnesses. The opening shall not be open to the public, and the contents of the proposals shall be kept confidential and not disclosed to competing Respondents until after the evaluation process is completed.
- C. The Procurement Officer shall review each Response to determine whether it meets the minimum requirements as set forth in the RFP. Failure of a proposal to meet a minimum requirement will disqualify a Proposal from further consideration. The Procurement Officer shall state in writing his/her reasons for disqualifying any proposal.
- D. The Procurement Officer shall return all proposals deemed complete to the Review Committee. In analyzing responses to the evaluative criteria, the Review Committee shall consider the qualifications of Respondents, and make any investigations deemed relevant to the selection process. The Review Committee will confirm claims of past experience and reserves the right to conduct interviews at its discretion.
- E. The comparative evaluation criteria are set forth in Section VII of this RFP. The Review Committee shall score each criterion separately and shall aggregate scores to produce a composite rating of Highly Advantageous, Advantageous, Not Advantageous, or Unacceptable for each proposal reviewed.
- F. Recommendation for Award will be made to the proposal that, by determination of the Procurement Officer, is most advantageous to the Town. The final contract, including fee, is subject to negotiation by the Town.
- G. The HPL expects to award the contract within thirty (30) days after the date established for receiving the proposals. All proposals shall remain valid and acceptable for forty-five (45) days from the last proposal due date. This time may be extended by mutual consent of selected Respondent and the Town. Upon award, the engagement must commence within fourteen (14) days of receipt of a Notice of Award.

**5. RIGHT TO REJECT PROPOSALS**

HPL reserves the right to reject any or all proposals if it deems it in the public interest to do so.

**6. GENERAL CONTRACT INFORMATION**

- A. The HPL is exempt from paying any and all otherwise applicable state and federal sales taxes.
- B. The contract documents will include this RFP and its Response, as well as a negotiated Scope of Work and Deliverables and Compensation Schedule.

- C. HPL reserves the right not to make an award on this contract if doing so is in the best interest of the Town.
- D. The selected Respondent is an independent contractor and is not an agent or employee of the HPL and is not authorized to act on behalf of the Town.
- E. All project expenses, including normal reimbursable expenses, shall be within the fixed fee amount. Reimbursement will not be provided for normal business expenses such as office supplies, meals, long distance communications or travel to and from work or meeting locations.

## SECTION VII: EVALUATIVE CRITERIA

### 1. MINIMUM EVALUATION CRITERIA AND TECHNICAL QUESTIONS

Each Respondent shall affirm compliance with the following Minimum Evaluation Criteria. Failure to meet the minimum standards described in this section shall disqualify a Proposal from further consideration.

- a) Has the Respondent conformed in all material respects to the submission requirements as set forth in the RFP, including the submittal of Attachments A through D?  
➤ Yes \_\_\_ No \_\_\_
- b) Does the Respondent have a minimum of ten years' experience in studies of library buildings and facilities, architecture and engineering?  
➤ Yes \_\_\_ No \_\_\_
- c) Does the Respondent provide a minimum of five references for confirmation of quality performance standards?  
➤ Yes \_\_\_ No \_\_\_

A statement indicating the firm's ability to provide the insurance coverage in at least the amounts listed below. If selected, the firm must provide certificate(s) of insurance to indemnify and defend the HPL and its designees from any and all claims and damages of whatever nature arising from the services provided.

- a) Worker's Compensation and Disability: Statutory requirements
- b) Commercial General Liability-General Aggregate: \$2,000,000 (\$1,000,000 per occurrence)
- c) Professional Liability: \$1,000,000

### 2. COMPARATIVE EVALUATION CRITERIA

The following section contains an explanation of the Comparative Evaluation Criteria that will be used in measuring the relative merits of each qualified Proposal.

<b>Highly Advantageous</b>	Proposal excels on specific criteria.
<b>Advantageous</b>	Proposal fully meets the evaluation standard that has been specified.
<b>Not Advantageous</b>	Proposal does not fully meet the evaluation standard, is incomplete or unclear, or both.

<p><b>Unacceptable</b></p>	<p>Proposal does not meet the specification criteria. Following the individual ranking for each of the individual comparative criterion, proposals shall receive a composite rating corresponding to the above-listed scale.</p> <p>Each proposal shall respond to the following questions. If written on a separate sheet of paper, please repeat the question before indicating your answer.</p>
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A. STATEMENT OF PROJECT UNDERSTANDING & PLAN OF WORK

Respondent demonstrates an understanding of the objectives of this RFP, including the *HPL Strategic Plan 2019-2023* and the *HPL Library Building Program (for informational purposes only)*, as well as an understanding of the Respondent's role in evaluating existing conditions and providing realistic cost estimates of construction or rehabilitation.

Highly Advantageous: Proposals that excel in all respects. Proposals that describe a clear understanding of project goals. Proposals that clearly and concisely address all required elements of the scope of services.

Advantageous: Proposals which address all required items adequately. Proposals whose Statement of Project Understanding or Plan of Work include some descriptions that are unclear, vague, or not specifically relevant to the project.

Not Advantageous: Proposals that address required items, but only in general or vague terms that do not adequately represent an understanding of the project or of tasks to be performed.

Unacceptable: Proposals whose Statement of Project Understanding or Plan of Work are incomplete. Proposals that are not specifically relevant to the project.

B. PROJECT TEAM

Respondent demonstrates that a highly effective project management structure is proposed for this activity, that key personnel are highly qualified to perform the services assigned to them, and that key personnel will maintain the functional responsibilities assigned them for the duration of the project. Respondent demonstrates that he/she has the capacity to complete the project within the time stipulated by the Town.

Highly Advantageous: Proposals which clearly indicate that an experienced and effective project management structure is proposed. Key personnel are highly qualified to perform services assigned to them. Key personnel can demonstrate either: more than fifteen (15) years of experience or more than seven (7) projects of similar scope wherein they have performed the services assigned to them. Proposal affirms that key personnel will provide the services assigned to them for the duration of the project. Proposal affirms that services will be completed by Contract Deadline.

Advantageous: Proposals which indicate that an effective project management structure is proposed. Key personnel are qualified to perform services assigned to them. Key personnel can demonstrate either: more than ten (10) years of experience or more than five (5) projects of similar scope wherein they have performed the services assigned to them. Respondent affirms that key personnel will provide the services assigned to them for the duration of the project. Proposal affirms that services will be completed by Contract Deadline.

Not Advantageous: Proposals which do not clearly indicate that an effective project management structure is proposed. Key personnel are not qualified to perform services assigned to them. Key personnel cannot demonstrate either: more than five (5) years of experience or more than three (3) projects of similar scope wherein they have performed the services assigned to them. Respondent cannot affirm that key personnel will provide the services assigned to them. Proposal does not affirm that services will be completed by Contract Deadline.

Unacceptable: Proposals which do not clearly indicate that an effective project management structure is proposed. Key personnel are not qualified or have no relevant experience. Respondent cannot affirm that key personnel will provide the services assigned to them. Proposal does not affirm that services will be completed by Contract Deadline.

C. RELEVANT PROJECT EXPERIENCES AND REFERENCES

HPL prioritizes other relevant experience, projects of similar size, and experience working collaboratively with municipal clients and citizen boards. The Respondent will present and describe work that best illustrates current qualifications and ability. Please provide resumes of all personnel to be directly assigned to this project.

Highly Advantageous: Completion of at least five (5) public library projects during the previous fifteen (15) years. Prior work demonstrates directly relevant experience with each of the following: projects of similar size, and; with municipal clients and citizen boards. References are superior.

Advantageous: Completion of at least three (3) public library projects during the previous fifteen (15) years. Prior work demonstrates directly relevant experience with two of the following: projects of similar size, or; with municipal clients and citizen boards. References are satisfactory.

Not Advantageous: Completion of fewer than three (3) public library projects during the previous fifteen (15) years. Prior work demonstrates directly relevant experience with only one of the following: projects of similar size, or; with municipal clients and citizen boards. References are unsatisfactory.

Unacceptable: No prior library experience. No relevant experience.

## **SECTION VIII: TERMS**

### **1. LIABILITY & INDEMNIFICATION**

The Respondent shall defend, indemnify, and save harmless the HPL and its officers and agents from all claims, demands, payments, suits, actions, recoveries and judgments of every description, whether or not well founded in law, brought or recovered against it, by reason of any act or omission of said Respondent, his/her agents or employees, in the execution of the contract or in consequence of insufficient protection, or for the use of any patented invention by said Respondent and a sum sufficient to cover aforesaid claims may be retained by the HPL from moneys due or to become due to the Respondent under this contract, until such claims shall have been discharged or satisfactorily secured.

### **2. PAYMENT FOR SERVICES RENDERED**

The payment schedule for this project will be on a reimbursement basis according to a deliverables schedule consistent with the price proposal and negotiated at the time a contract is signed. The price proposal should include the proposed payment schedule based on the project deliverables. Final payment will not be made until all deliverables have been received and approved by the Town. In no event shall payment be made in advance of the services provided.

Invoices will be due and payable within 30 days following that in which deliveries are made, provided that all terms of the contract have been fulfilled to the full and complete satisfaction of the HPL.

### **3. DURATION OF CONTRACT**

The duration of the contract shall be through the completion of all work and final acceptance by the Town, and shall include all material, equipment, and/or services ordered or delivered during the period.

### **4. TAXES**

All prices quoted shall be for a definite fixed price unless otherwise specified in the Scope of Work, which price shall exclude Federal, State and other taxes to the extent that municipalities are exempt.

### **5. ASSIGNMENT OF CONTRACT**

The Respondent who is awarded a contract shall not assign, transfer, convey, sublet or otherwise dispose of said contract, or his/her right, title or interest in or to the same, or any part thereof, without previous consent in writing from the HPL Board of Trustees, endorsed on or attached to the contract.

### **6. CERTIFICATE OF AUTHORITY**

Each proposal must be signed by an individual authorized to submit said proposal, and a

Certificate of Authority must be submitted for each proposal submitted on behalf of any Corporation proposing services hereunder.

**7. CERTIFICATE OF NON-COLLUSION**

The Respondent must certify that no official or employee of the HPL has any pecuniary interest in this proposal or in the contract which the Consultant offers to execute or in expected profits to arise therefrom, unless there has been compliance with the provisions of M.G.L. Chapter 43 Section 27, and that this proposal is made in good faith without fraud or collusion or connection with any other person submitting a proposal. A Certificate of Non-Collusion (Exhibit C) must be signed and included.

**8. CERTIFICATE OF TAX COMPLIANCE**

The Respondent must certify its compliance all the laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting of child support, as required by M.G.L. Chapter 62C, section 49A.

***EXHIBIT A***  
**PROPOSAL SIGNATURE PAGE**  
**SUBMITTED TO THE HPL IN RESPONSE TO AN RFP FOR**  
**FACILITY ASSESSMENT**  
**HANSON PUBLIC LIBRARY**

***COMPLETE THIS PAGE AND RETURN AS A COVER SHEET.***

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Company Name

Contact Person *(please print)*

---

Street

Phone

---

City, State, Zip

Email

Submits the attached proposal for this Request for Proposals to the HPL, on the authority of the undersigned and as dated below.

Respondent acknowledges the receipt of the following Addenda:

1.	3.
2.	4.

"I confirm and pledge to abide by and be held to the requirements of this RFP, to perform any tasks and deliver any documents as agreed, and upon mutual agreement as to Scope of Work and terms, to execute a Contract with the HPL."

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Authorized Signature

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Name (please print)

---

Title

---

Date

***EXHIBIT B***  
**CERTIFICATE OF NON-COLLUSION**  
***CHAPTER 30B, §10***

“The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word “person” shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.”

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Individual or Corporate Name of Respondent

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Signature of Authorized Agent

---

Printed Name of Authorized Agent

---

Date

***EXHIBIT C***  
**CERTIFICATE OF TAX COMPLIANCE**

Pursuant to Massachusetts General Law Chapter 62C, § 49A, I hereby certify under penalties of perjury that I have, to the best of my knowledge and belief, filed all state tax returns and paid all state taxes required under law.

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Social Security or Federal I.D. Number

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Signature: Individual or Corporate Officer

---

Date

Please Print:

Corporate Name

*Address*

*P.O. Box*

*City, State, Zip Code*

\* Your Social Security Number or Federal Identification Number will be furnished to the Massachusetts Department of Revenue to determine whether you have met tax filing or tax payment obligations. Respondents who fail to correct their non-filing or delinquency will not have a contract or other agreement issued, renewed or extended. This request is made under the authority of M.G.L. Ch. 62C, § 49A.

***EXHIBIT D***  
**CERTIFICATE OF DEBARMENT POLICY COMPLIANCE**

Pursuant to M.G.L. c. 29, § 29F(h);

The undersigned certifies that it is not listed as debarred or suspended on the debarment lists maintained by the Commonwealth of Massachusetts' Division of Capital Asset Management, the Department of Transportation, the Department of Industrial Accidents, the Office of the Attorney General, or the Federal government (the "Debarment Lists").

Also; the undersigned agrees to review the Debarment Lists before soliciting or considering bids, contracting or negotiating with any sub-contractor for work under this agreement.

Also; the undersigned will not knowingly solicit or consider bids, contract or negotiate with, or approve a subcontract with any vendor listed as debarred or suspended on the Debarment Lists.

Also; the undersigned agrees that any sub-contracts for work under this agreement will: (i) include a certification that the sub-contractor is not listed as debarred or suspended on the Debarment Lists, and (ii) require that the sub-contractor confirm that it will review the Debarment Lists and not knowingly solicit or consider bids, contract or negotiate with, or approve a subcontract with any vendor listed as debarred or suspended on the Debarment Lists.

---

Individual or Corporate Name of Respondent

---

Signature of Authorized Agent

---

Printed Name of Authorized Agent

---

Date

***EXHIBIT E***  
**HPL STRATEGIC PLAN 2019-2023**

2019– 2023

# Hanson Public Library Strategic Plan



Approved by the  
Hanson Public Library  
Board of Trustees  
September 29, 2018

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## Board of Trustees

Corinne Cafardo, Chair  
Linda Wall, Vice Chair  
Jennifer Hickey, Secretary  
Joanne Estes  
Mary Lozeau  
Dianna McDevitt

## Library Director

Karen Stolfer

## Planning Committee

Joanne Estes  
Pamela Fager  
Betsy Jackson  
William Kemmitt  
William Patton  
Linda Wall

## Consultant

Ruth Kowal

# COMMUNITY PROFILE

---

Hanson is a suburban community with an area of 15 square miles located approximately 20 miles southeast of Boston. The town was originally part of Pembroke and was included in a tract of land that Major Josiah Winslow and 34 others purchased from Sachem Josias Wampatuck in 1662. These settlers and later inhabitants found the land suitable for farming and used the many ponds, brooks, and streams to erect saw mills for lumbering. These waterways were also helpful for those involved in growing cranberries, which was a prominent business in the late 19<sup>th</sup> century along with shingle and shoe making.

Incorporated in 1820, the town was named after Alexander Contee Hanson, publisher of the *Federal Republican* newspaper in Baltimore. His criticism of the Madison administration and the War of 1812 led to riots in which Hanson himself was attacked. However, feelings soon changed, and three months later Hanson was elected as a representative to Congress. He then served in the United States Senate until his death in 1819 at the age of 33.

Hanson's population from the 2010 U.S. Census is recorded at 10,209. The largest growth was seen in the mid to late 20<sup>th</sup> century, with an increase of 63.6% from 1960 to 1970. Census data from 2000 and 2010 shows the latest population increase at 7.5%. The town is mostly residential with a rural atmosphere, but lies within close proximity to business hubs. The arrival of the Old Colony Railroad made the commute north to Boston and south to Plymouth more convenient and has made Hanson a desirable place to settle.



# ***LIBRARY HISTORY***

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Library service in Hanson began with the formation of the Hanson Temperance Library Association on August 17, 1882. Through the generosity of Elijah C. Thomas and his sister Rachel C. Cushing, Thomas Hall was built in 1884 to house this privately endowed library. Five years later, residents from the southern part of town formed the Wampatuck Library Association and housed a second privately endowed library in Wampatuck Hall.

In 1896 two branches of a town-funded library were established. The library at Wampatuck Hall was given into the care of the town to create a South Branch, and a North Branch was located at the store of E.F. Witherell, later to move into the home of librarians Mary and Evie Drew. A new location for the North Branch was sought after the resignation of Evie Drew in 1921, and was found when the Hanson Library Association turned over Thomas Hall and all their property to the town. The North Branch remained in Thomas Hall until 1961 when it moved into an addition at the Indian Head School. As part of the relocation, the South Branch was closed, and its books were also moved to the new site.

By the 1980's, the Board of Library Trustees realized that further expansion was needed. Lacking space at Indian Head, they decided to work with the Council for Elder Affairs, whose space was also crowded, to begin the process of constructing a joint facility on land donated by the Hanson School Department. This building opened to the public in October 1991 and is the home of the Library and Senior Center today.

With the development of new technology in the early 1990's, the Library joined the ABLE (Automated Bristol Library Exchange) network and the automation process began on October 17, 1994. Subsequently, ABLE merged with another network, SEAL, to form the SAILS Library Network, which currently consists of over 70 libraries in southeastern Massachusetts. Today, technology is an essential part of library services, and libraries have evolved into important community centers, providing access to a wide variety of materials, offering entertaining and educational programs, and contributing to a better quality of life for all residents.



# ***USER NEEDS ASSESSMENT***

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In the fall of 2017 the Board of Trustees advertised for a consultant to assist them with library planning efforts, and in December engaged the services of library consultant Ruth Kowal. A seven member planning committee, with two members from the Board of Trustees, the Library Director, and four community representatives, was established by the Board. The planning efforts focused initially on the development of the Strategic Plan, which would serve as the foundation for a library building program plan.

During the winter and spring of 2018 the Planning Committee focused its efforts on the creation of the Strategic Plan. The committee assisted with outlining the approach for gathering community input, developing the community survey, and drafting the vision, mission, themes, and priorities for recommendation to the Board of Trustees. With the Board's adoption of the Strategic Plan, the Planning Committee will focus its attention, beginning in the fall of 2018, on the development of the library building program plan.

Community input for the Strategic Plan was solicited through an online and paper survey, focus groups, flip charts located in the library asking questions about library services and facilities, interviews with community leaders, and interviews at the commuter rail station in Hanson. There were 412 surveys completed, 31 people of various ages (the youngest was 8) participated in a focus group, and 141 comments were captured on the flip charts. The insight from the Town Administrator and a member of the Board of Selectmen were invaluable in understanding how the library fits into the overall Town planning.

Borrowing books and other library materials remains a top priority for Hanson residents. 81% of survey respondents ranked borrowing of materials as "very high" in importance. Public programming for all ages was also ranked highly, with programs and classes for children marked "very important" by 72% of respondents. Programs are frequently "standing-room-only" and sign-up is required to keep the number of participants within the legal limits of meeting rooms. When asked in the survey "what would make them use the library more", the option "More public programs on topics of interest" was ranked first.

To support the sequential planning efforts (strategic planning to be followed by the library building program planning), community input was sought on library services, as well as thoughts and ideas regarding current and future library space. The community clearly recognizes the limitations of the current facility to adequately support the delivery of desired library services. As an example, focus group and flip chart comments advocated for improvements to the Library's services and facilities for children. A separate area for programming, crafts, and creative learning is lacking and was the most requested feature to include in a redesigned library.

Throughout the planning process, an overwhelming number of respondents commented on the friendly and helpful staff. Although the quality of service is praised, the quantity of hours for library staff remains reduced from cuts instituted in 2008. Reduced staff hours negatively impact library services, inhibiting staff collaboration and the implementation of both programs and long-term projects. Requests for expanded hours were heard in all of the community planning sessions, and fulfilling those requests will greatly enhance the Library's ability to satisfy community needs.

The input from the community very clearly identifies the areas of focus for the Library in the future, and the themes and priorities support those priorities.

# STRATEGIC PLANNING TIMELINE

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The Hanson Public Library Board of Trustees began the planning process for FY2019-FY2023 in spring 2017. The Board's initial interest in beginning the process was to produce a building program for possible library expansion or new construction. With the Library's current strategic plan concluding in FY2018, it was decided to allow the information gathered for the building plan to aid in the creation of a new strategic plan.

October 25, 2017	RFQ for consulting services issued
December 16, 2017	Board of Trustees hire consultant Ruth Kowal
January 22, 2018	Conduct library staff interviews
January 23, 2018	Meeting with MBLC to review process
January 23, 2018	Board of Trustees vote to form Planning Committee
February 7, 2018	First meeting of Planning Committee
February 8, 2018	Meeting with Town Administrator
February 14, 2018 – March 24, 2018	Community input survey (posted on Library's website & social media; paper copies available at various locations around town)
February 14, 2018 – April 3, 2018	Community invited to respond to questions on flip charts available in three locations at Library
February 24, 2018	Town-wide mailing of postcard to advertise survey
February 27, 2018	Focus group with Board of Trustees
March 1, 2018	Article published in <i>Whitman-Hanson Express</i>
March 15, 2018	Focus group with Library Foundation members
April 9, 2018	VIP interview with Town Administrator
April 10, 2018	Focus group with members of the public
April 12, 2018	Second meeting of Planning Committee
April 19, 2018	Focus group with children
April 20, 2018	VIP interview with member of Board of Selectmen
May 9, 2018	Conduct "street interviews" at Hanson commuter rail station
May 10, 2018	Third meeting of Planning Committee
May 22, 2018	Board of Trustees vote to accept the Vision, Mission, Themes, and Priorities recommended by Planning Committee

## ***VISION STATEMENT***

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The Hanson Public Library strives to enrich and strengthen our community.

## ***MISSION STATEMENT***

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The Hanson Public Library inspires curiosity and fosters life-long learning by connecting people and ideas. The Library provides access to a wide variety of resources, technology, and experiences in a welcoming, supportive environment.

# ***THEMES AND PRIORITIES***

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## **Service Excellence**

**The Library strives to be an inviting place that provides exemplary customer service.**

### Priorities

- Evaluate the needs of the community and ensure library services and the library facility are meeting those needs
- Enhance the community's use of the Library through helpful and friendly staff
- Establish hours of service that are responsive to the needs of the community, including weekdays, weekends, and evenings
- Conduct community outreach to encourage use of the Library and inform the public about library programs and services

## **Books & Resources**

**The Library offers a variety of print, audio, visual, and digital materials which respond to the recreational and informational needs of the community.**

### Priorities

- Maintain a diverse collection of resources which encourages life-long learning and the enjoyment of reading
- Promote literacy and reading by providing materials in a wide variety of formats
- Encourage and support the exchange of information among residents
- Be a resource for local history and materials of local interest

## **Community Gathering**

**The Library serves as a place for individuals and groups to foster existing connections and form new relationships with others.**

### Priorities

- Provide a welcoming and comfortable environment which enables people to pursue their interests
- Provide a venue for people to meet and interact with others
- Provide meeting room space for community use

## Programs & Activities

**The Library endeavors to entertain and inspire creativity by offering a variety of enriching experiences.**

### Priorities

- Offer programming that satisfies the educational and recreational needs of individuals and the community
- Provide opportunities for cultural and informational experiences
- Collaborate with local groups and organizations

## Technology & Innovation

**The Library is a resource for technology and digital content and assists people with incorporating technology into their lives.**

### Priorities

- Identify and make available technologies that support the Library's mission and are of interest to patrons
- Retain knowledgeable staff trained to use technology and convey that knowledge clearly and effectively to library users
- Provide opportunities for people to utilize new technologies

## Appendix A:

### FY 2020 Action Plan

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SERVICE EXCELLENCE  PRIORITIES	<ul style="list-style-type: none"><li>Evaluate the needs of the community and ensure library services and the library facility are meeting those needs</li><li>Enhance the community's use of the Library through helpful and friendly staff</li><li>Establish hours of service that are responsive to the needs of the community, including weekdays, weekends, and evenings</li><li>Conduct community outreach to encourage use of the Library and inform the public about library program and services</li></ul>		
	Action	Timeframe	Project Manager(s)
	Complete the library building program planning	FY 2020	Library Director
	Share the Library Building Program with the community, community leaders, and local state representatives	FY 2020	Library Director
	Participate in Hanson community events	FY 2020	Library Director
	Develop a delivery service to the homebound	Summer 2019	Library Director, Circulation Staff
	Request additional staff hours	Fall 2019	Library Director
	Update the Library website to optimize ease of use and publicity of library programs and services	Winter 2020	Library Director, Reference Librarian
	Create a “new patron” brochure describing services	Spring 2020	Reference Librarian
	Promote social media presence to increase number of followers	Ongoing	Reference Librarian
Promote e-Newsletter to increase number of subscribers	Ongoing	Reference Librarian	

<p><b>BOOKS &amp; RESOURCES</b></p> <p><b>PRIORITIES</b></p>	<ul style="list-style-type: none"> <li>• Maintain a diverse collection of resources which encourages life-long learning and the enjoyment of reading</li> <li>• Promote literacy and reading by providing materials in a wide variety of formats</li> <li>• Encourage and support the exchange of information among residents</li> <li>• Be a resource for local history and materials of local interest</li> </ul>	
<b>Action</b>	<b>Timeframe</b>	<b>Project Manager(s)</b>
Update the collection development plan	Ongoing	Library Director
Explore adding a “Library of Things” to the collection	Summer 2019	Library Director, Reference Librarian
Investigate the feasibility of increasing the hoopla borrowing allowance	Summer 2019	Library Director
Evaluate and organize materials in the Historical Room	Ongoing	Library Director, Reference Librarian
Digitize items in the Historical Room	Ongoing	Library Director, Reference Librarian
Conduct a survey to evaluate magazine usage	Spring 2020	Library Director, Tech Services Librarian

<b>COMMUNITY GATHERING</b>  <b>PRIORITIES</b>		<ul style="list-style-type: none"> <li>• Provide a welcoming and comfortable environment which enables people to pursue their interests</li> <li>• Provide a venue for people to meet and interact with others</li> <li>• Provide meeting room space for community use</li> </ul>
<b>Action</b>	<b>Timeframe</b>	<b>Project Manager(s)</b>
Update the Code of Conduct Policy	Summer 2019	Library Director
Evaluate ways to update the Community Room to be more inviting	Fall 2019	Library Director
Explore configurations for the public computers to create more privacy and workspace for patrons	Winter 2020	Library Director, Tech Services Librarian

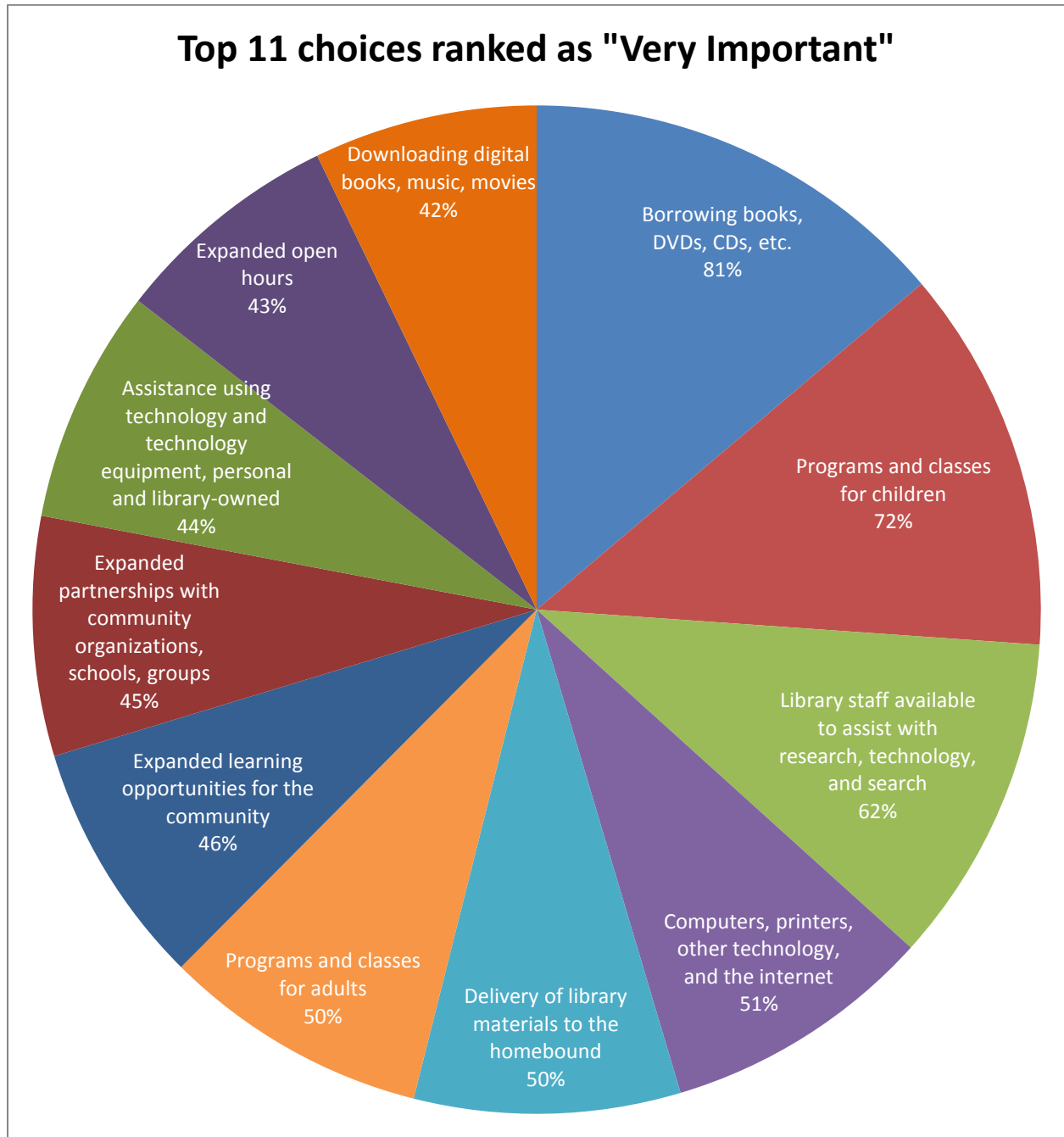
PROGRAMS & ACTIVITIES	<ul style="list-style-type: none"><li>• Offer programming that satisfies the educational and recreational needs of individuals and the community</li><li>• Provide opportunities for cultural and informational experiences</li><li>• Collaborate with local groups and organizations</li></ul>	
PRIORITIES		
Action	Timeframe	Project Manager(s)
Develop a social media based activity to attract teens	Summer 2019	Reference Librarian
Explore new museum passes	Ongoing	Library Director, Reference Librarian
Reach out to local school librarians to determine ways to further collaborate	Winter 2020	Children’s Librarian
Explore ideas for creating a joint program with the Senior Center	Spring 2020	Library Director
Offer a monthly STEM-themed program	Ongoing	Children’s Librarian
Offer a quarterly movie night	Ongoing	Reference Librarian
Offer a monthly program for teens	Ongoing	Children’s Librarian
Continue to work with the Library Foundation to provide programming	Ongoing	Library Director
Continue a partnership with the Historical Commission and High School on the Hanson Oral History Project	Ongoing	Library Director

<b>TECHNOLOGY &amp; INNOVATION</b>  <b>PRIORITIES</b>		
<ul style="list-style-type: none"> <li>• Identify and make available technologies that support the Library's mission and are of interest to patrons</li> <li>• Retain knowledgeable staff trained to use technology and convey that knowledge clearly and effectively to library users</li> <li>• Provide opportunities for people to utilize new technologies</li> </ul>		
<b>Action</b>	<b>Timeframe</b>	<b>Project Manager(s)</b>
Purchase three new computers according to the technology replacement plan	Summer 2019	Library Director
Have all staff participate in Overdrive training	Fall 2019	All staff
Explore public interest in hot spots, charging stations, virtual reality devices, and a 3D printer	Winter 2020	Library Director, Reference Librarian
Update the Internet Access Policy and Computer Use Agreement	Spring 2020	Library Director

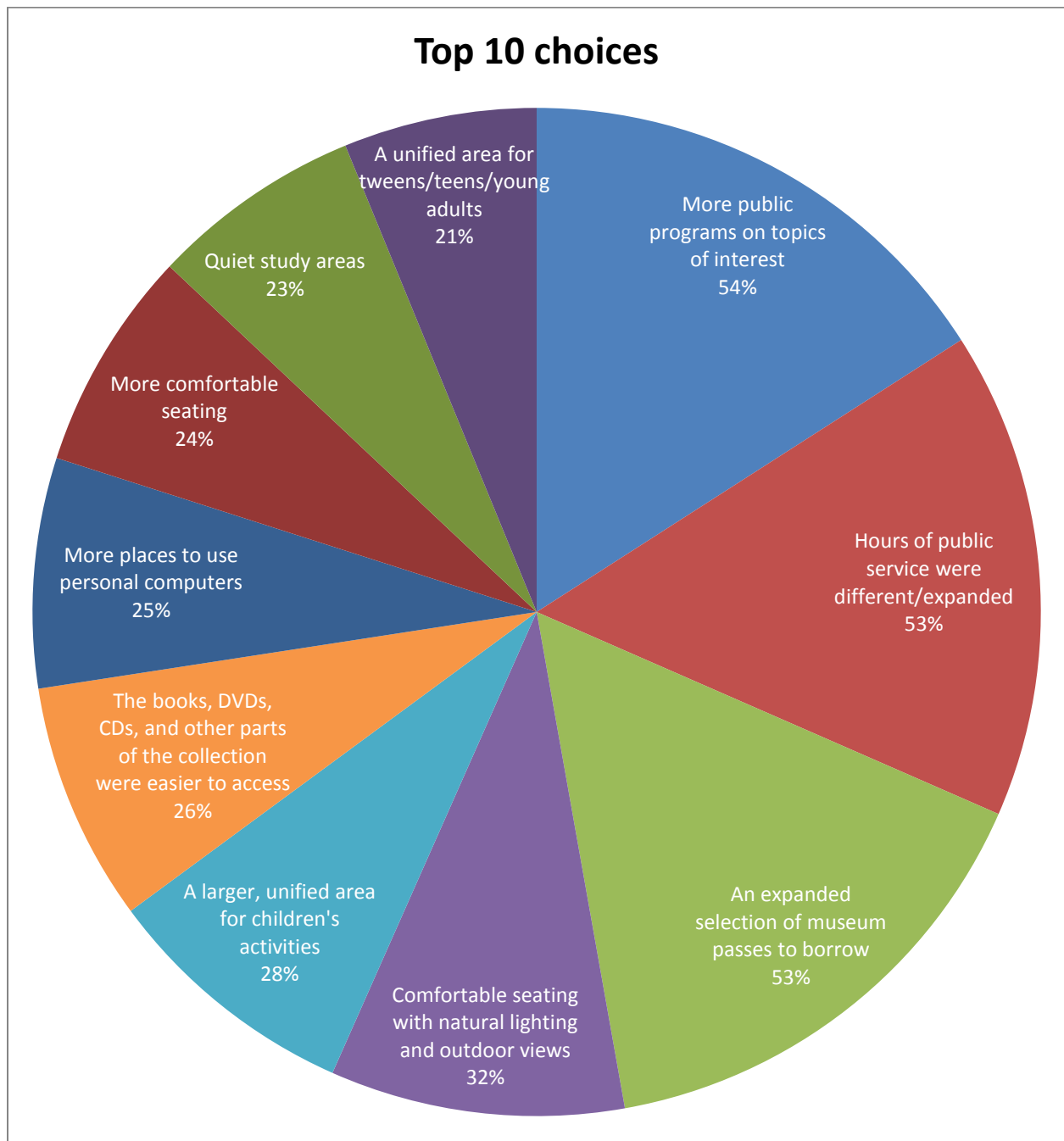
## Appendix B: Survey Results

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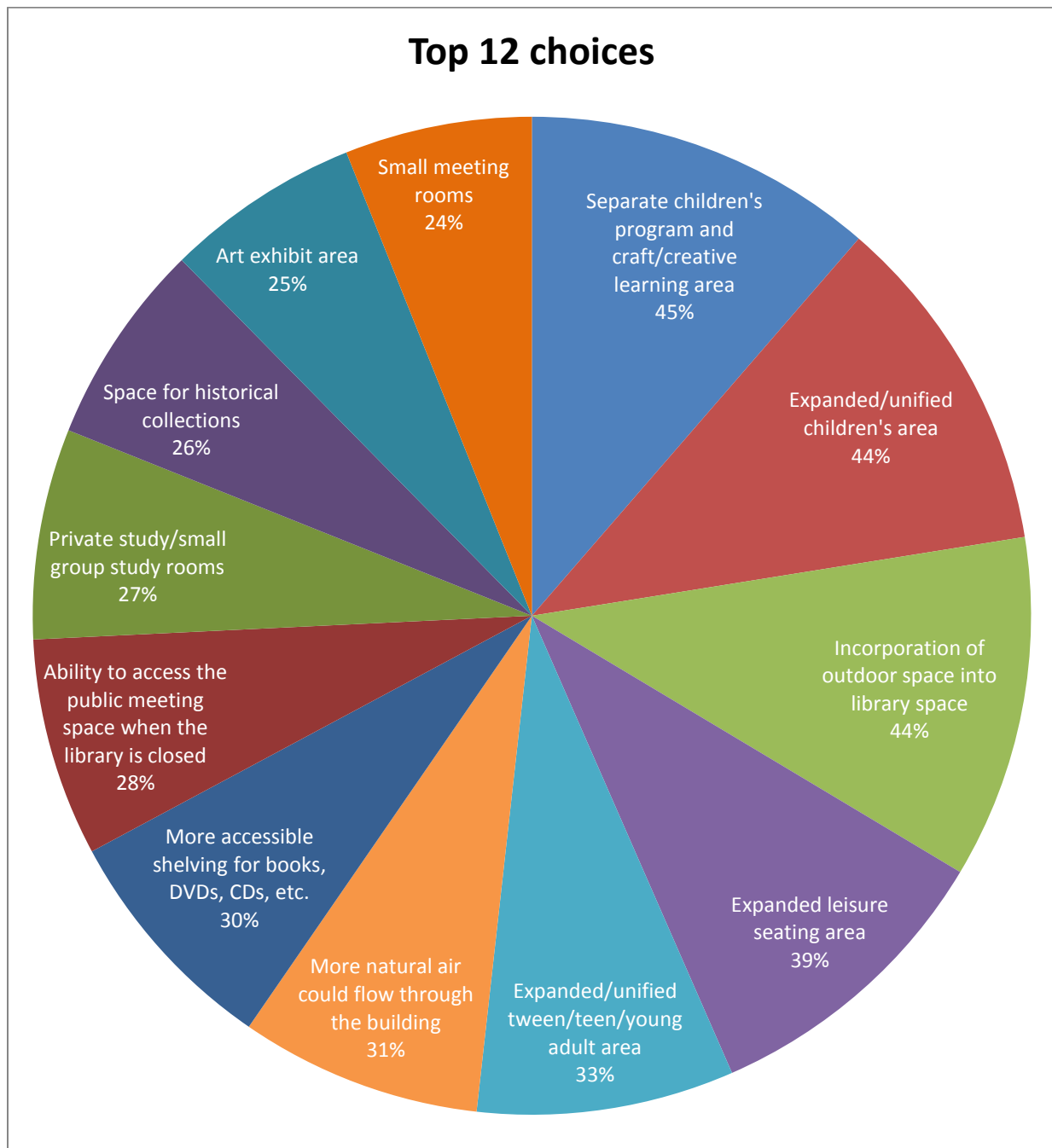
**Question 1: Thinking about the library and the community it serves, how important is each of the following?**



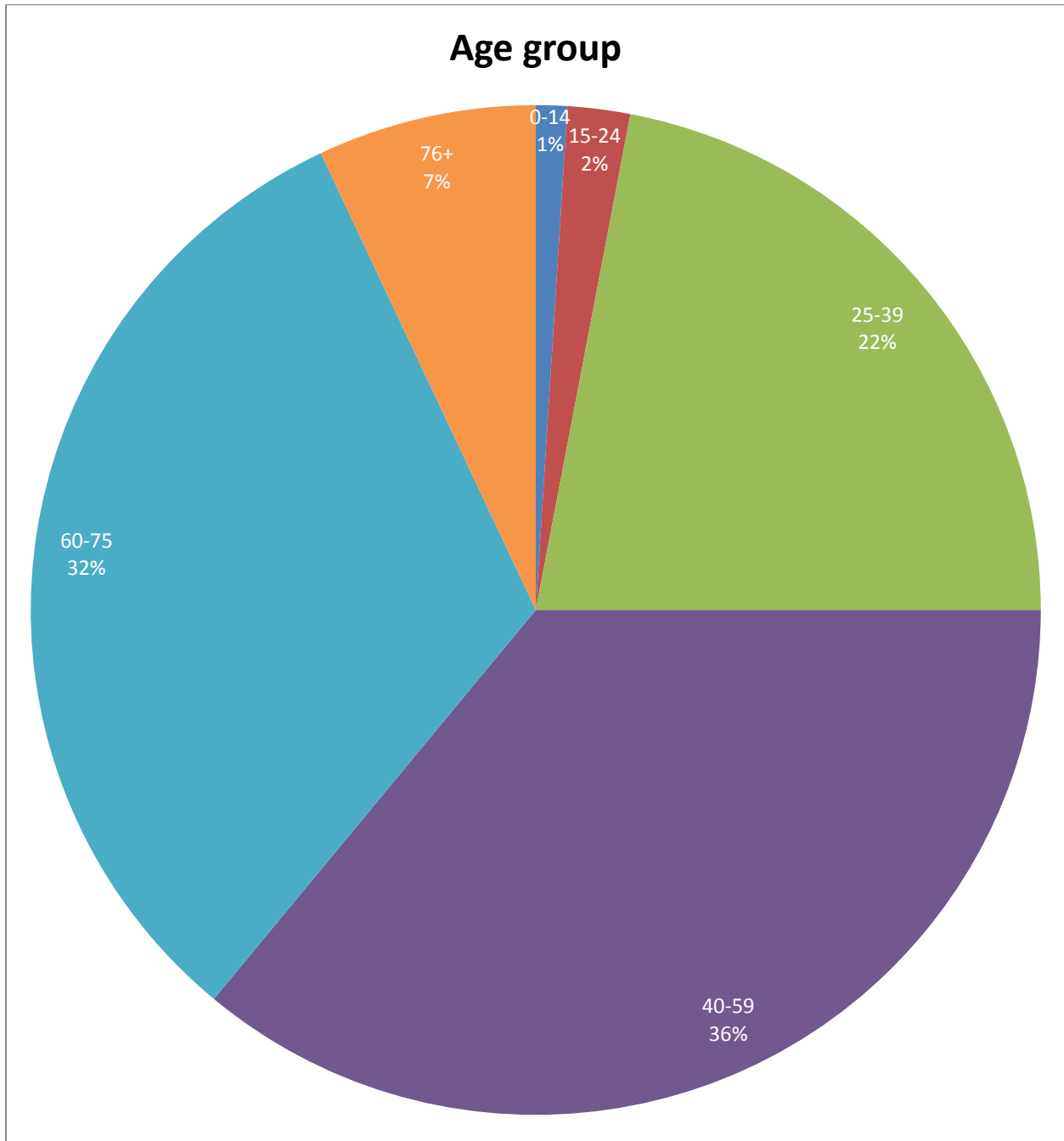
**Question 2: Members of my household would use the library more if there were...?**



**Question 3: If the library redesigned its space, which of the following would you like to see?**



**Question 4: What is your age group?**



# Appendix C:

## Survey Postcard

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### Front View



A Minute of Your Time!

### Back View

#### Hanson Public Library Planning Survey 2018

The Board of Trustees of the Hanson Public Library is seeking your help as they explore options for improvements in library services to the community and the library facility. Please assist with this effort by responding to our survey by March 9, 2018. Thank you.

The survey is available to complete online at:  
[hansonlibrary.org](http://hansonlibrary.org)

If you prefer to complete a paper copy, you may pick one up at the Library or Town Hall. You may also call the library at 781-293-2151 to have a copy of the survey mailed to you. Please return paper copies to:  
Hanson Public Library, 132 Maquan Street,  
Hanson, MA 02341

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RESIDENT  
HANSON, MA 02341

# Appendix D:

## Whitman-Hanson Express Article

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**Whitman-Hanson Express Article from March 1, 2018**

From page 1:

### Hanson Library looks ahead

Surveys, focus groups provide data on community views

BY TRACY F. SEELYE, EXPRESS EDITOR  
EDITOR@WHITMANHANSONEXPRESS.COM

HANSON — Job applicants are frequently asked, “Where do you see yourself in five years?” The Hanson Public Library is asking patrons some similar questions about its next 20 years, and is en-

couraged by the public’s feedback so far.

A survey, now being circulated on the town website and via email to regular patrons as well as on paper at the circulation desk, will soon be mailed out to gather data through March 9 on the library’s future

program offerings and expansion needs.

One need not be a Hanson resident, as library patrons from other communities are encouraged to take part in the study.

continued on page 9

From page 9:

### Hanson Library looking ahead through surveys

continued from page one

So far, the online survey has garnered more than 200 responses, according to Library Director Karen Stolfer of the project being conducted concurrently with the state-required strategic plan, which helps the library apply for grants. The aim is to finish both planning efforts by the fall.

“It’s kind of the first step toward expansion,” Stolfer said last week. “Before you can apply for a construction grant, the state requires you to have a building program on file with them.”

The library has contracted with Boston-based independent consultant Ruth Kowal to conduct the online and mailed survey.

“She’s helping us with

this first stage in the process,” Stolfer said. “She is [also] looking at our collection, what our statistics show, measurements of the building. ... You have to project out for 20 years growth.”

Kowal would be available to help make a presentation to a town meeting either this fall or next spring.

“We’re going to use input I get from the building program to help me write the strategic plan,” said Stolfer, who was aware of a state planning and design grant approved several years ago — as well as the Trustee’s wish to move forward with it — when she came on board as director. “I’ve worked here for 13 years, so I know what some of the deficits of the current facility are. ... I just want to compare it to what people say.”

Patrons have also been taking Sharpie in hand to provide some off-the-cuff feedback to a series of four questions on flip charts in the library.

The first question asked patrons to share their favorite things about the library — with responses including kids’ programs, painting classes, story times, the helpful staff and being able to borrow from other libraries through the SAILS network. Follow-up questions involve what the library does for the community; what new services, programs or equipment would prompt greater use of the library; and are there physical changes that would enhance the library’s mission.

Demographic data will be part of the study, and focus groups will also be a part of that research with the Library

Trustees slated to take part in one with Kowal on Tuesday, Feb. 27, with later focus groups to include the Library Foundation as well as members of the public to follow in early March. Discussions will also be conducted with town leaders, including Town Administrator Michael McCue — who has already begun doing that — and the Board of Selectmen as well as the School Committee.

“We’re trying to get input from different groups in the community,” she said.

The next steps would include a feasibility study, focusing on possible forms of expansion — adding on to the existing building, new construction and, if the latter, the proper location.

“This first documents helps you with that,” said Stolfer,

adding the state requires that three potential locations be submitted for consideration in the case of new construction. She said, if that is the direction sought, the current location, Maquan School or the Plymouth County Hospital site are among the possibilities.

The survey also asks residents and patrons from outside Hanson for their feedback on some possible new directions for the library, such as making workspace available to start-up or home-based businesses as well as small meeting rooms for community groups to use.

“We’re trying to see what people want from the library, compared to what we have currently,” Stolfer said.

***EXHIBIT F***  
**HPL LIBRARY BUILDING PROGRAM**  
**FOR INFORMATIONAL PURPOSES ONLY**

# Hanson Public Library

## Library Building Program



Hanson Public Library

132 Maquan Street

Hanson, MA 02341

Phone: 781-293-2151

Date: February 6, 2019

Approved by the Hanson Public Library Board of Trustees March 5, 2019



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## Executive Summary

In January 2018 the Trustees of the Hanson Public Library initiated a library planning process, selecting library consultant Ruth Kowal, and appointing a Planning Committee (two Trustees, four community members, and the Library Director). The Planning Committee worked with the library consultant to create a community input process to determine priorities for both a strategic plan and a library building program.

The initial work of the Planning Committee resulted in the creation of a new strategic plan, *Hanson Public Library 2019-2023 Strategic Plan*. The *Strategic Plan* was adopted by the Library Board of Trustees at its September 29, 2018 meeting. The next phase of the planning process focused on the library facility and the consideration of various options for improvements to the nearly 30 year old building. The *Hanson Public Library Building Program* is the result of the Planning Committee's efforts.

Through focus groups, a community survey, and meetings with key stakeholders in the community, priorities for the library became clear. Traditional library services, including the borrowing of materials in a variety of formats and assistance by staff, are still very important to residents. Beyond the traditional borrowing, residents want more public programming for all ages, a unified children's area, a space for teens, a large community meeting and programming room that is accessible after hours, small meeting and study rooms, updated infrastructure to support current and future technology, comfortable and welcoming seating, more space for people and collections, and a building that is energy efficient.

The challenge is that the library is too small and showing its age. The building, constructed in the early 1990s, is shared with the Town's Multi-Service Senior Center. The building is bursting at the seams. The competition for space, as the library copes with an expanding print and media collection, space for leisure and study seating, and the need for appropriately wired space for the use of technology, is now degrading the quality of public services. The library has become mostly a "grab-n-go" service, as there is little area for people to spend comfortable time for leisure or work reasons.

Demand for use of the community room is extensive, and the library has limited access to it during daytime hours due to heavy use by the Multi-Service Senior Center. Library programs are regularly over-subscribed, and staff are required to maintain "waitlists" for potential attendees. 72% of survey respondents ranked "Programs and classes for children" as Very Important; 50% of respondents ranked "Programs and classes for adults" as Very Important. Creating adequate space for the Library to respond to a host of community priorities is the foundation of the *Library Building Program*.

The building is physically showing its age. Access to electrical power is inconvenient at best and non-existent in many areas. Lighting levels are too low, and windows are blocked by

shelving, reducing natural light coming into the building. The infrastructure can no longer support library service delivery expectations. The use of the facility has outgrown the envelope and the internal layout, and the building has lost its ability to physically meet the needs of library users.

To meet the needs of the community, consideration should be given to a significantly renovated or new facility of just under 16,000 square feet. The current location of the library works well and offers ample room for expansion or for a new structure in the same area. Whether a renovation or a new building, the library should be designed to be a vibrant and vital community center in a community with few options for residents to gather. It will need to be built to the highest contemporary and future-looking standards with regard to lighting, ADA compliancy, climate control, technology infrastructure, and environmental sensitivity. The building has the opportunity to serve as a model LEED building for Hanson.

The new library will be designed with flexibility of use as its mantra. Spaces will be open and re-programmable as needs change. Acoustic management will be a priority, with furnishings and fixtures contributing to sound mitigation. Furnishing and shelving will be flexible as well, with much of it portable for relocation and reuse. The management of the collection will also be flexible, adjusting proactively to the evolving interests and needs of the community, and keeping the collection fresh and in high demand.

To meet the needs of Hanson, a library of just under 16,000 square feet is required (the current branch occupies 8,195 square feet out of the total building footprint of 11,177 square feet). In the ideal, the library would continue to be a single story building, minimizing the number of staff required to oversee the operations. Options for the expanded library include relocating the Multi-Service Senior Center to new quarters and completing a significant expansion and renovation of the existing shared facility to meet the library's needs, or the construction of a new library in another location, such as the Maquan School or the former Plymouth County Hospital site. Determining the most desirable course with regard to site selection and new construction or renovation/expansion will be primary tasks during the next phase of this project.

The Hanson Public Library is a highly-valued, well-used, but cramped and tired community resource. The building program identifies in detail the challenges of the current facility, as well as the opportunities for the creation of a facility to ensure it responds to both current and future library user and community needs and interests.

*Ruth E. Kowal, Strategic Assessment and Planning Services for Libraries*

*35 Presentation Road*

*Brighton, MA 02135*

*[rekowal2@verizon.net](mailto:rekowal2@verizon.net); [rekowal@gmail.com](mailto:rekowal@gmail.com) 617-686-6151*

## Introduction

Public libraries are facing the challenge of evolving community needs as the ways in which people learn, explore, and come together change. Public libraries were designed historically to host transactions and to deliver the book to the library patron. The size and layout of the library was determined not by how people would use the space, but by how many feet of shelving were needed to contain the collection. Furnishings were bulky and difficult to rearrange. Shelving was fixed in place and designed to maximize storage. Libraries built in the 1990s lack the flexibility of space and the infrastructure, especially electrical, to respond to the ways in which people use the public library today.

Recognizing changing user needs, the Board of Library Trustees of the Hanson Public Library began the process of evaluating the library, considering options for improvements to library services and the facility in which those services would be delivered to the community. In January 2018 the Board of Library Trustees established a Planning Committee: Linda Wall, Trustee; Joanne Estes, Trustee; and community representatives Pamela Fager; Betsy Jackson; William Kemmitt; and William Patton. Library Director Karen Stolfer also served on the committee.

Library consultant Ruth Kowal was retained to develop both the strategic plan and the library building program, working with the Planning Committee and library staff, and engaging the community in planning for the future Hanson Public Library. The library building program planning effort was funded through a state grant from the Massachusetts Board of Library Commissioners.

The library building program is built upon contributions by members of the community, both in person and through a survey document. Various means were used to gather community input, including: an open invitation community conversation meeting and smaller focus groups to solicit input on possibilities for library services and the building of the future; interviews with library staff; input from the Hanson Public Library Board of Trustees and the Hanson Public Library Foundation; flip charts located in the library for users to contribute their suggestions; a public survey online and in-print; a mailing to all Hanson residents inviting their participation in the survey; social media outlets; publicity via the Library website and newsletter and media outlets in the community; interviews with key community stakeholders; and interviews at the MBTA commuter rail station in Hanson. The information gathered from the community was invaluable in creating the vision for the new Hanson Public Library.

The scope of the Library Building Program was guided by “Developing a Library Building Program,” the framework developed by the Massachusetts Board of Library Commissioners (MBLC) to assist libraries in planning for the renovation and construction of library buildings. This planning is a key element in meeting the requirements of the MBLC’s

Massachusetts Public Library Construction Program (MPLCP). Since 1990, the MPLCP program of the Massachusetts Board of Library Commissioners has assisted communities in developing their public libraries through the renovation and expansion of existing buildings or the construction of new facilities. Over the past 25 years, over 200 cities and towns throughout the Commonwealth have been awarded grants for projects ranging from new construction, to renovation, to special projects, as well as for the preliminary planning activities essential to a successful building project. The Massachusetts Board of Library Commissioners Guidelines and planning resources provide a comprehensive framework for library facility planning efforts throughout the Commonwealth.

The library building program for the Hanson Public Library incorporates input from the community; the assessment and recommendations from the consultant; the *Hanson Public Library Strategic Plan 2019-2023*; trends in library construction; and elements of library planning standards, including various guidelines for library space planning. The amalgamation of this information and insight garnered from the community guided the creation of a plan that will provide direction to the Board of Library Trustees and the Town of Hanson in its future library planning.

The Hanson Public Library planning process was shepherded by Library Director Karen Stolfer, the Hanson Public Library Planning Committee, and project consultant Ruth Kowal.

# **The Town of Hanson: Who We Are and Who Will We Be**

## **Demographics and Future Growth**

The Town of Hanson, with a population of 10,209 (2010 census), encompasses a relatively small geographic area (15.82 square miles) in southeastern Massachusetts. The town is located 22 miles southeast of Boston and is bordered by Whitman (with which it shares the regional high school), Pembroke, Halifax, East Bridgewater, Rockland, and Hanover. The town is generally rural in nature, with relatively little industry and a high percentage of single family homes. Population density is 632 persons per square mile, compared with the 839.4 per square mile for the State (Source 2010 Census Quick Facts).

The US Census reports that the town of Hanson has a median age population of 40.4 (the State is 39.1), and is 96.5% white; 1% African-American; .5% Asian; and .9% Latino. 78% of the community lives in a family-based household, above the Massachusetts average of 63%, and 30.5% of the households have children under 18, above the Massachusetts average of 19.7%. 88.6% of the housing is owner-occupied, versus 62% statewide, and 11.4% are rental units, versus 37% statewide.

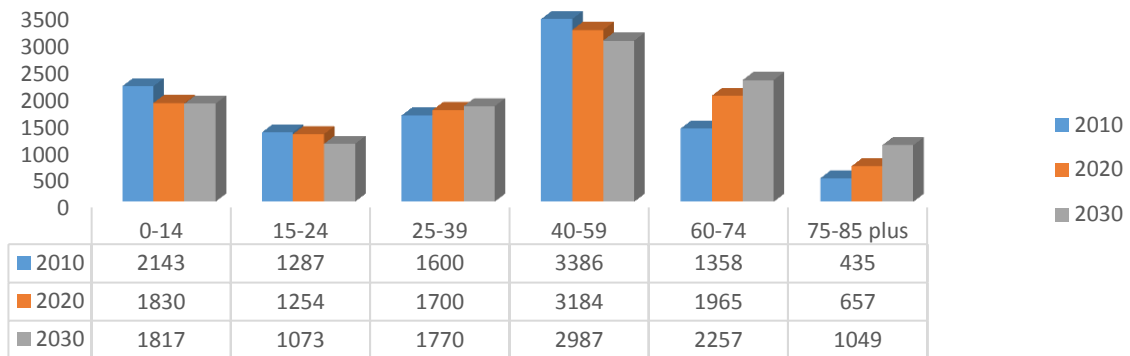
According to American Fact Finder, in 2012 the town had 11 manufacturing establishments, with 117 employees, and 27 retail operations, with 308 employees. Of the 5,000 workers over the age of 18, 82.2% drove alone to work, while 4.9% took public transportation. Median household income for Hanson in the 2010 census was reported at \$62,687. The US Census Quick Facts (2017) estimates the median income at \$96,389, a noticeable increase over the 2010 census amount.

The U.S. Census Quick Facts (2017) also notes that 31.8% of the residents have a bachelor's degree or higher education, compared to the state average of 42.1%. 94% of Hanson residents have a high school or better education, compared with 90.3% for the State.

Recent multi-family housing unit construction has been focused on retirees, and the projected population changes over the next 20 years reflect an aging population in the town. In 1997, the MBTA Old Colony commuter rail opened with a stop in Hanson. This enhanced mode of transportation to Boston has not resulted in a significant change in the population over the past 20 years, and the Metropolitan Area Planning Council (MAPC) is projecting a stable population looking ahead to 2030. Population growth has been gradual at 11% over the 20 year period 1990-2010 and is projected by the Metropolitan Area Planning Council at 6% for the period 2010-2030. The most significant shift will be the increased number of residents over 65: in 2010 the over-65 population represented 11% of the population; by 2030 it is projected to represent 23% of the population. The impact of this age sector on library planning will be critical.

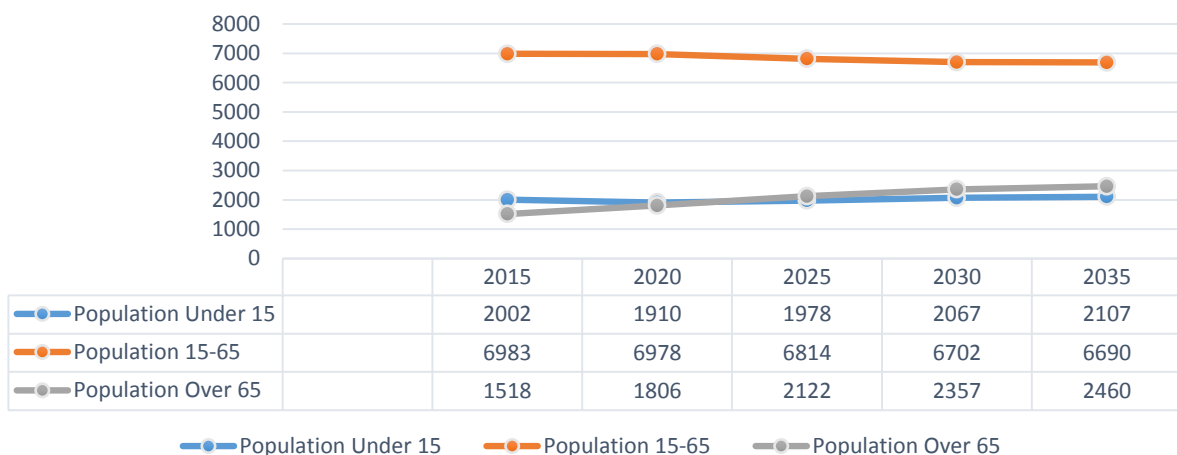
## Hanson Growth Projections 2010-2030

Source: Metropolitan Area Planning Council



The UMass Donahue Group's 2015 report *Long-term Population Projections for Massachusetts Regions and Municipalities* projects that levels of growth will slow for the Southeast Region after 2020. For the region as a whole, residents in their 30's and their school-age children are anticipated to move into the area. At the same time, those in the retirement phase of their lives are anticipated to elect to age-in-place, shifting the population distribution in the over-60 age group, a trend already projected to be underway by 2020. The Donahue Group report suggests, as does the MAPC, that the age profile for the region will be older than it is currently, but more evenly distributed across all age groups.

## Population Projection Summary, 2015-2035 (Source: The Donahue Group, Umass)



## **The Library and Town Governance**

In the 1980's, the Hanson Public Library Board of Library Trustees, recognizing the need for additional space, decided to work with the Council for Elder Affairs, whose space was also crowded, to begin the process of constructing a joint facility on land donated by the Hanson School Department. This building, the current library, opened to the public in October 1991 and is the home of the Library and the Multi-Service Senior Center today.

The Hanson Public Library is a municipal department governed by a six-member elected Board of Library Trustees. Authority is granted to the Board of Library Trustees by Massachusetts General Law Chapter 78, sections 10-11. The Board delegates day-to-day operations of the library to the Library Director. The Library Director is hired, with the recommendation of the Town Administrator, by the Trustees. The Library Director is directly responsible to the Board of Library Trustees. All library staff are employees of the Town of Hanson. Staff include the Library Director, a reference librarian, 2 part-time children's librarians, a cataloger, a technical services librarian, 2 circulation assistants, and a custodian. The Library Director and reference librarian are full-time, all other staff work part-time. There are a total of 10 employees. The Town of Hanson has a full-time Town Administrator and conducts business through an open town meeting format.

## **Recent Planning Efforts**

In 2007 the Library received a library building planning grant from the MA Board of Library Commissioners. No activity took place under that grant until 2018, when the Board of Library Trustees retained the services of a library consultant to assist in the development of a library building program. The Planning Committee first undertook the task of drafting and recommending a new strategic plan for the Library to the Board of Library Trustees. The *Hanson Public Library 2019-2023 Strategic Plan* was adopted by the Board of Library Trustees at its September 29, 2018 meeting.

## Hanson Public Library Strategic Plan 2019-2023

### Vision

The Hanson Public Library strives to enrich and strengthen our community.

### Mission

The Hanson Public Library inspires curiosity and fosters life-long learning by connecting people and ideas. The Library provides access to a wide variety of resources, technology, and experiences in a welcoming, supportive environment.

**Service Excellence:** The Library strives to be an inviting place that provides exemplary customer service.

**Books & Resources:** The Library offers a variety of print, audio, visual, and digital materials which respond to the recreational and informational needs of the community.

**Community Gathering:** The Library serves as a place for individuals and groups to foster existing connections and form new relationships with others.

**Programs & Activities:** The Library endeavors to entertain and inspire creativity by offering a variety of enriching experiences.

**Technology & Innovation:** The Library is a resource for technology and digital content and assists people with incorporating technology into their lives.

The Strategic Plan provided the foundation for the work of the Planning Committee in the development of the Library Building Program.

In support of the Strategic Plan, the Library Building Program priorities include the creation of:

- **A welcoming, attractive building, a place people want to spend time**
- **Flexible spaces & furnishings**
- **Expanded public programming areas, large and smaller meeting/study rooms**
- **Contemporary and adaptable power and technology infrastructure systems**
- **Ease of navigating the facility, layout makes “sense” to patrons, fully ADA compliant**
- **Environmentally “friendly” and energy efficient systems**
- **Technology and telecommunications supporting library-owned and personally-owned devices**
- **Ability for secure use of public programming/meeting rooms after hours**

## Community Priorities for the Library

Community input served as the foundation for this planning process. A series of open community meetings and focus groups, as well as online and paper surveys and open solicitation of ideas at the library, provided insight into the aspects of the current library that are valued by users, as well as their ideas for how the library could be improved. Most importantly, participants were thoughtful in envisioning what the Hanson Public Library would and could be like twenty years into the future, in 2038.

Community members, staff, Trustees, and members of the Library Foundation Board contributed their opinions, ideas, and suggestions to the process through a series of focus groups, open community meetings, and one-on-one conversations. A community “flip charting” at the library asked the question, “How could this library be improved? New programs or services?” A postcard was mailed to all residents of Hanson inviting them to complete the library survey. And last but not least, the community responded to a survey that was available online and in paper format. Approximately 30 individuals from age 8 and above participated in the focus groups and open community meetings, and over 400 individuals completed the survey. An additional 140 comments and suggestions were collected via the flip charts. There is remarkable continuity in the information gathered from all sources. The results of this community input process have been instrumental in shaping the plan for the new Hanson Public Library. See the attached appendices for an illustration of community priorities for the Library.

From the public input, and as evidenced in the use of the library, the Hanson Public Library is highly valued by the community. The library is an important contributor to the quality of life and well-being of the Town.

A sample of un-prioritized feedback received from the focus groups, the community meetings, the flip charts, and the survey, follows:

### **Question: What is important to the community served by the Hanson Public Library?**

- *Borrowing books, DVDs, CDs, etc.*
- *Programs and classes for children*
- *Library staff are available to assist with research, technology and searching*
- *Access to computers, printers, other technology and the internet*
- *Delivery of materials to the homebound*
- *Programs and classes for adults*
- *Expanded learning opportunities for the community*

- *Expanded partnerships with community organizations, schools and groups*
- *Assistance using technology*
- *Clearinghouse for community information*
- *The “traditional” library, plus computers*
- *Free, indoor, non-commercial space to take children*
- *Music, DVDs*

**Question: How could the library facility or services offered be improved?**

- *Small meeting rooms, tutoring rooms, individual study spaces; learning spaces*
- *Unified Children’s Area for collection, creative play, crafts, bathroom within Children’s Room*
- *More public computers*
- *Improved acoustics to reduce traveling sound; quiet study areas*
- *Windows, natural light, incorporation of outdoor space into library space*
- *More natural air flow through the building*
- *Expanded and unified tween/teen/young adult area*
- *More accessible shelving*
- *Less crowded; more space*
- *After-hours meeting room use*
- *Green building*
- *Private study/small group study rooms*
- *Space for the historical collection*
- *Reclaim floor space from shelving*
- *Environmentally sensitive, flexible HVAC*
- *Comfortable seating, with natural light and outdoor views*
- *Places to use personal computers (access to electrical outlets, seating to accommodate the equipment)*
- *Expanded parking*
- *More programs for children, teens, and adults*
- *A significantly expanded multipurpose room to permit extensive public programming by the library*
- *Easier access to the collection–shelving lower, more spread out*
- *Improve wheelchair access*

## **Current Library Site and Other Sites Considered**

The library is currently located at 132 Maquan Street, Route 14. There is adequate town-owned land to permit renovation and addition to the current building. Other possible sites are the land directly adjacent to the current library, where the deactivated Maquan School is located, and the site of the former Plymouth County Hospital. This site is now owned by the Town of Hanson and is being considered for a variety of uses.

The Town of Hanson Multi-Service Senior Center is also facing serious space constraints as its user population expands. Its services and those of the library are compatible, providing that adequate parking and internal spaces are available for public use. There is opportunity to respond to the space needs of both the Library and Multi-Service Senior Center through renovation and addition, as well as relocation of one or both of the departments. The community is fortunate to have viable options to address both areas of need.

In the event the Multi-Service Senior Center relocates, expanding the library to take over the entire facility would require major renovation and expansion. Achieving a reconfigured building footprint that would deliver library services consistent with the strategic plan, in a cost-efficient and staff-efficient manner, would need to be evaluated. The next phase of this project will require a cost-benefit analysis of new construction versus renovation, incorporating both construction and ongoing operating costs. Significant work would be required to modernize the current facility, including all building systems (with the goal being a LEED certified building). Further, internal and external space would need to be realigned to respond to the service priorities identified through the community input process. An extensive renovation and expansion would be required to meet the service delivery goals identified through the planning process.

## **Analysis of the Current Collections and Services**

The Hanson Public Library collection reflects the continuing use of the library collection in the more traditional sense, with circulation of print materials remaining strong. The library collection is heavily used for leisure and entertainment, a popular collection. Eighty-one percent of survey respondents indicated that borrowing books, DVDs, CDs, and similar materials was “Very Important” to them. User choice-of-format patterns are clearly changing, however. Use of Overdrive eBooks and Audiobooks is growing substantially each year, while circulation of print materials has been stable. In FY18, Overdrive eBooks and Audiobooks accounted for 10% of the total circulation.

Total holdings submitted to the MBLC (Massachusetts Board of Library Commissioners) for the 2017 State Aid to Libraries Program were reported at 84,821 up 2,313 items from the prior fiscal year. The increase in collection size is attributable to added holdings in the non-print collection, which increased by 4,850, and a reduction to the print collection by 2,569 items. This shift reflects the changing user patterns and is indicative of the shifting of the collection away from print to non-print and electronic.

The under-15 population group accounts for 21% of the population, but accounts for 36% of the circulation. 28% of items in the collection are for children, 5% for young adults/teens. Efforts should be made to increase the children's and teen collection proportionately to support the higher circulation.

Collection maintenance activities are ongoing, with a concerted effort to remove outdated and under-utilized items from the collection, as well as to update sections of the collection in need of newer materials and expanded offerings. Planning for flexibility is a priority. This will ensure the library can respond to future needed rebalancing of collections and the changing use of space by the community.

## Assessment of the Current Library Building

Built in 1991, the Hanson Public Library is an attractive, one-story, arts-and-crafts style building surrounded by a pleasing lawn and woodland. The building has an elevated roof line with clerestory windows. The 11,177 square foot building is shared with the Town's Multi-Service Senior Center. The Library and the Multi-Service Senior Center both make use of a shared entrance, handicapped accessible restrooms in the lobby area, and the shared community multipurpose room. They also share a 50 space parking lot, with patrons reporting they often have difficulty finding an available space. Nighttime lighting in the parking lot is inadequate.

There is a partial damp basement located under the community room, with 2 storage rooms and a mechanical room housing the hot water tank (new) and water service to the building. There are ongoing water infiltration issues.

The building is set back off Route 14, with the entrance to the shared parking area off School Street. School Street leads to the adjacent Maquan Elementary School and athletic fields. There is no signage pointing to the library on Route 14, nor at the turnoff to School Street. After turning onto School Street, there is a small sign for the Multi-Service Senior Center and Library at the entrance to the parking lot.



View from Route 14 and turn-off to School Street

The library portion of the building occupies 8,195 square feet. Local sources report that the library was undersized when it was built in 1991, and its construction certainly predates the installation of infrastructure to meet current library use. For example, access to electrical outlets is severely limited for both the public and for staff, and tel-data connection points are inconvenient and inflexible.

There is a shared entrance to a common foyer in the building. An external book return is located adjacent to the entrance, under the entryway roof. The community/multipurpose room is directly across from the entrance, and to the right are handicapped restrooms for men and women and the entrance to the library. The public restrooms are up-to-date and include changing tables.

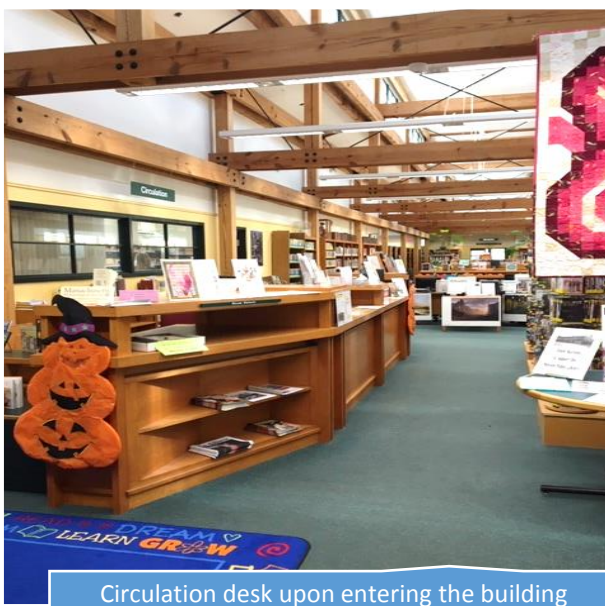
Looking into the library from the entry doors, one is struck by the simple elegance of the post and beam construction, the sense of openness and light created by the high center ceiling, and by the fact that there are no staff visible. All one sees are furnishings and collection.

The library is overwhelmed by furnishings and fixtures. The collection, and the shelving it requires, have expanded to consume almost all available floor space. Even with aggressive weeding of the collection, the expansion of formats has required additional types of storage.

The building and its furnishings show their age: systems are inadequate; furniture is uninviting and comfortable leisure seating is sparse; finding an electrical outlet to charge a laptop or mobile device is almost impossible; finding a quiet and comfortable space to read or work on a project is impossible as well.

One is struck by the lack of a clear path to staff, library resources, or work space. The building is crowded, physically off-putting, and difficult to use. These deficits are offset by staff with a strong and positive commitment to excellent customer service. The building in which staff perform their work interferes with their ability to perform at their best.

The original wooden circulation desk is tall, large and fixed in place. The desk is too high for those in a wheelchair and for children. Staff working at the desk cannot be seen by people entering the library, nor can staff see who is coming in. There is no circulation work room. Items being sent out and returned via delivery are received or prepared to be sent out in delivery from behind the overcrowded circulation desk.



Circulation desk upon entering the building

The floor space in front of the circulation desk is filled with carrousels of DVDs, further blocking visibility, and reducing traffic flow into the library and at the circulation desk.

To the left of the entryway is the single computer designated for use by children, and beyond, in a separate space of approximately 485 square feet, is the Nancy M. Cappellini Children's Room, which houses toddler and early reader materials, one child-friendly table with 8 chairs, and space used for storyhour. A ledge around the perimeter of the room is used as seating for children.

Space for children's services is cramped, unattractive, and not designed for children. The primary function of the children's spaces is to house books, and in the toddler area, due to the seating ledge along the perimeter of the room, the shelving is for the most part not easily reachable by an average height adult. There is minimal area for creative play or reading or for parents and caregivers to sit with their children. The children's collection is divided into 2 separate areas of the library: the Nancy M. Cappellini room houses the toddler/easy reader collection; the remainder of the children's collection is located adjacent to the main entrance. There is no leisure seating in either area and no work area for staff in either location.



Children's Room seating and shelving

To the right of the entryway is a photocopier and the remainder of the children's and young adult collections. Seating for children and teens in this area is limited to 4 seats.

Hidden from public view, behind the DVD carrousels, are the desks and work area for the children's and reference librarians. Staff provide public service, as well as do their planning work, from these desks. Due to the limitations on electrical and tel-data (there is a single internet connection with a switch that splits the connection, with the shared load requiring replacement of the switch every 2-3 years) moving these public service/work desks to other locations would be a major undertaking. The location of these service desks results in staff having almost no visibility from their work area to the public service areas for which

they are responsible, nor to the stacks and seating areas that are in the 2/3rds of the building to their rear. Library patrons often mistake these staff desks for a public work area as they are “just there” in the middle of the library with no demarcation of the space. The location of the staff desks impedes public service, as well as jeopardizes the safety of the public and of library assets.

To the right of the 2 service desks are 3 rooms primarily serving as public computer areas. The Study Room, 6 feet by 12 feet, houses 2 computers and shelving for used books for sale; the Homework Center, 12 feet by 12 feet, houses 4 computers side-by-side on a table with no privacy barriers, a study table and chairs, the music CD collection, homework kits, and books on CD. The Computer Room, 6 feet by 12 feet, houses a single computer, an assistive text enlarging device, and a television monitor on a stand. It is also used to store spare technology equipment, further reducing available floor space.

The bulk of the remainder of the public area is devoted to library book stacks, most of which are 7 feet in height. Over time shelving has been added to accommodate the expanding collection, with lower shelving in the middle of what was probably open floor space when the building first opened. The shelving is so tall and so abundant, that the openness of the original design is lost, along with the connection to the outdoors through the tall and frequent windows. In addition, the tall shelving makes it difficult for people to see and reach items on the upper shelves.





Main floor views of adult collection

At the rear of the building is the Marie McLaughlin Historical Room, a small 10 foot by 20 foot room which houses the local history collection and serves as a small meeting room and the Board of Library Trustees' meeting room. A large wooden table and a dozen chairs take up about 80% of the floor space. In addition, a large digitization cradle and camera is stored in this room. The room is completely out of sight from staff, and in addition to the lack of electrical outlet access, suffers from inadequate climate control.



Entrance to Trustees'/small meeting room

The staff workroom is located directly behind the circulation desk, in a separate room. The space is limited, cramped, and inflexible. The staff workroom is where new materials are received and prepared for use by the public, and where items are added to the online system for public and staff online searching and requesting. The SAILS server is housed on an open shelf in the staff workroom. It is noisy (constantly humming) and insecure.



SAILS server on workroom open shelves

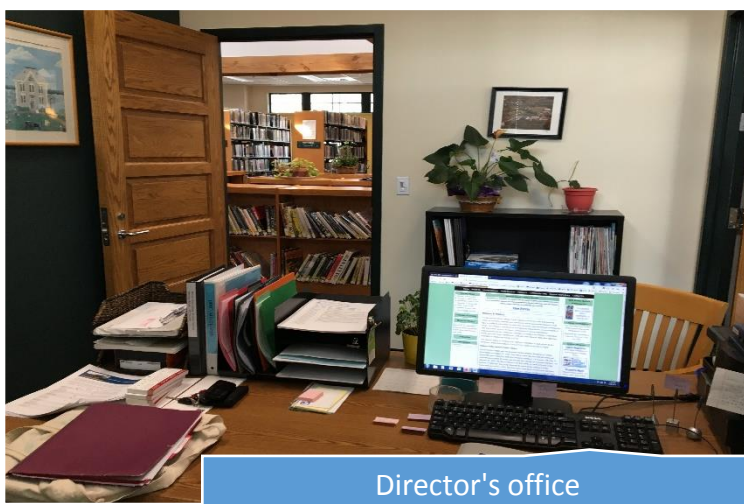
The primary staff work space is 12 feet by 20 feet and houses 2 work desks and built-in shelving that does not meet current work needs, and provides storage for the Library Foundation, general office supplies and empty book trucks. The staff restroom is off a corridor leading from the staff workroom to the corridor leading to the Nancy M. Cappellini Children's room. The staff bathroom is not handicapped accessible.



There is an access door directly from the workroom to the rear parking area that is used for deliveries. There is no protective roof over the door and entry, resulting in library materials getting wet and in winter, ice underfoot for staff and the delivery personnel. The drive leading to the delivery door is narrow and not easy to navigate.

Next to the staff work area is a staff break room with a small kitchen setup, and beyond that the Library Director's office. The staff break room is adequate but utilitarian, and the appliances are outdated. The staff break room also serves as a storage area for office supplies and additional Foundation materials.

The Library Director's office, 8 feet by 12 feet, accommodates the director's desk and one visitor chair. There is no space for a table to conduct a meeting or lay out work, nor does the space permit a different arrangement of existing furniture due to 2 doors, one leading to the staff break room, the other to the main public area of the library. Although there is a large window in the room, the blinds must be down much of the time to reduce glare on the computer screen. The overall effect is a cramped and cave-like space.



The current shared community multipurpose room is inadequate in both availability and size. It is too small and is in constant demand, with the library, the Multi-Service Senior Center, and community groups such as the Scouts and the boards of other community organizations, contending for time. Library programs are often over-subscribed, requiring pre-registration resulting in staff-created “waiting” lists for those who don’t sign up in time. It is not uncommon for there to be 20 names on the wait list. The library also uses open floor space in the Multi-Service Senior Center for programs requiring a higher (50 people or more) seating capacity. During the daytime, the community room is almost constantly in use by the Multi-Service Senior Center. The Local History room, with its dysfunctional climate control mentioned above, serves as the library’s small meeting room.

Noise control is non-existent, and conversations carry throughout the building.

Storage space is severely limited, with any open bit of floor space being put to use. Files are located in staff work areas; equipment is stored in the computer and local history rooms; supplies are stored in coat closets and on open shelves; and other supplies are stored in basement space that houses mechanical systems.



Basement electrical room also serving as storage space

Repairs have been ongoing throughout the life of the building: a new roof was installed in 2015/16 (although there are continuing leaks); the HVAC system is constantly being repaired; and some of the windows that have degraded have been replaced. Even with ongoing repairs and replacement, many of the windows are cloudy and the seals on them have given way. The climate control is inconsistent, resulting in the local history/small meeting room and other areas of the building being almost un-heatable in winter. There are continuing issues with the mechanics of the climate control system. In addition, there are water runoff issues, as evidenced by recent flooding through the emergency exit located at the rear of the building.

From the community input gathered during the strategic planning process, it is clear the community recognizes the shortcomings of the current facility. The community is looking for a library facility that will be able to deliver the breadth and quality and quantity of library services they want from their library. Additional and flexible space, updated systems, and the return to a building that is welcoming, visibly attractive, and easy to navigate are key priorities for the library building program.

## The New Hanson Public Library: The Overview

In thinking about the community input and trends in library service delivery and the designs that would enhance that delivery, it is clear that the direction for the new Hanson Public Library will be that of a community-focused, welcoming, flexible, and vibrant facility to serve the residents of Hanson. Services will flow across lines, yet maintain defined hubs of activity. Users will enter through the main doors into the Welcome Center, which will provide initial orientation to the library and its services, directions, and reader services requiring staff assistance. At the heart of the library's operations will be the Community Gathering area, designed to provide a range of experiences for users and to connect to other user services offered in the library. The Community Gathering space will provide attractive and comfortable leisure seating, work surfaces designed to support the use of various library-owned and personal technology, and will be designed with the flexibility to combine with the multipurpose space for an expanded public programming area. The Community Gathering area intersects with all other activities, providing direct access to Children's, Teens, Technology support, Popular Collections, the multipurpose, conference, and individual study rooms, as well as to the staff work area.



The new library facility will be bright, cheery, comfortable, and welcoming to library users, regardless of their age, their interests, and their use of the library's resources. It will be designed to be a vibrant and vital community center and gathering place for the community. The building will have superior acoustical management, creating an atmosphere that is comfortable and encourages users to spend time in the building. Mobile, flexible display systems for artwork, and the storage for such systems, will be incorporated into the building design.

All building systems will be brought up to contemporary standards, with lighting, power, data, security, and climate control systems that are forward-looking in design and maintenance. Building systems will be expected to be energy and cost-efficient and to be flexible to accommodate changes in future needs and technologies. There will be significantly more windows to bring the outdoors indoors, and they will be operable. The building will be a community model in energy efficiency and green building technologies, and will contribute to the green space in the community. The goal will be a high-level LEED certified building. The building will incorporate sustainability into its design, including management of water run-off, alternative energy utilization, and other priorities of the Town of Hanson over time.

The library will be designed to meet standard library load levels in all areas, to permit flexibility in use over time. In the ideal, the building would be on a single level to minimize the number of staff required and to facilitate accessibility and supervision of the building. If a single level building is not feasible, great care will be required in planning which functions are located on which level to minimize the impact on staffing levels.

The library will be designed with space flexibility. Furniture and fixtures will be mobile, adjustable, and reconfigurable. Access to electrical power will be convenient in all areas of the building. The new building will be technologically forward: self-service kiosks for the public, the potential for implementation of "card-free" technology for libraries, implementation of RFID for enhanced collection management, and consideration of an automated sorting system to free staff from routine tasks and permit them to be available throughout the building to provide more assistance to library users, to be planning and offering the public programming the community desires, and to be out in the community bringing library programs and services to residents.

The library collection will be flexible and managed with an eye towards trends in the changes in library use. The print collection will be spare yet supportive of community use. Collection decisions will be guided by current usage, understanding that adjustments will be anticipated, expected, and required over time. The Children's and Teen collections will be proportionately expanded, responding to both current usage of some 35% of circulation and to future sustained population projections for community youth.

The philosophy guiding library staff will be the “walk-around” librarian, with staff no longer tied to a service desk. Staff freed from the desk and routine processing activities will be better able to assist users in locating resources and using technology, and to plan and present more public programming, contributing to the educational and cultural offerings available to the community. The new Hanson Public Library will be a lively, vibrant, happening place, complementing and responding to the priorities of the residents of the Town of Hanson.

## Area Descriptions

*Note: Non-assignable spaces, e.g. restrooms, storage areas, mechanical spaces, are noted in each of the specific areas. However, the space allocated to non-assignable spaces is calculated based on the total square footage of assigned space. For the Hanson Public Library that calculation is 30% and is noted as an amount of square footage on the Summary Chart of Collection, Reader Seats, Square Footage on page 39-40 of this document.*

### Main Entrance & The Welcome Center

**Main Entrance & The Welcome Center** functions as the single point of control for the building, designed to make it clearly evident this is how one enters the building, and once inside, this is how to navigate the way. Users arrive in the building and will quickly and efficiently be assisted with a transaction, oriented to the location of a particular library service, or take advantage of a self-service transaction. This area of the library will be welcoming to all ages, immediately visible when a person approaches and enters the building, spare in its lines, easy to keep neat, and laid out in a way that permits discreet conversation between a user and a staff member to take place. There will be a service desk that will be minimal in design, and at a height that is approachable by all ages and abilities. The desk will feature open space on both sides of the service desk to facilitate the movement of people and equipment. The service desk will be designed to make it easy for staff to enter and exit; clear this is a staff-only area; and organized to minimize the number of staff required (preferably one person will be able to manage all activities at this desk). This area may contain a café cart with leisure seating in the area. The surrounding area is under the supervision of staff working at the Welcome Center Desk.

#### **Contains:**

**Main Entrance:** Faces parking lot; welcoming façade; green space; fully ADA accessible-e.g. automatic, double-door system; fire-suppressed book return linking directly to the staff workroom/automated sorting system; attractive exterior seating; bicycle parking; adjacent to handicapped parking; accessible ADA compliant signage for library hours

**Interior Lobby:** Spacious for easy, uncongested flow of individuals, groups, and devices such as strollers and wheelchairs; initial wayfinding to orient users as they prepare to enter the building; limited seating for those waiting for a ride; information display about library; moderates exterior and interior temperature; easy to clean, weather-resistant flooring

**Welcome Center Desk:** Staff-provided circulation services, i.e. library cards, account information/reconciliation; staff assistance/information on use of the library's services, collections and resources; self-service reserve pick-up; self-service (limited RFID

automated sorting for items returned at the desk) staff-assisted check-out and check-in; small workroom (@150 sq. ft.) adjacent to the desk for staff “off-desk” work, work-related telephone communication, minor repairs to materials, and the storage of lost and found items; public restrooms (additional restrooms for children located in Children’s Center)

**Furnishings Required:**

**Exterior:** weather-resistant, vandalism-resistant seating; vandalism-resistant garden planters; secure, attractive bicycle racks

**Interior Lobby:** one or two benches; wayfinding display

**User Services Desk:** Single point of service desk for circulation and reference/information functions at standing and sitting height, with sections compliant with ADA regulations and at child-height; power and data connections above and below the desk surface; flexibility of desk essential to accommodate future changes in service delivery and technology (no custom or built-in aspects); mobility of desk highly desirable; task chairs/stool for staff behind service desk; return access to sorting system; storage area for items processed by the sorting system; limited storage for items returned in person; display rack for library handouts; sufficient area behind and adjacent to the service desk to store items on hold for pick-up and items requiring staff attention

**Café and “Bookstore”:** Leisure seating, small tables, chairs; vendor-supplied café cart for beverages and light snacks (could be self-service); book trucks for used book sales

**Restrooms:** Units sufficient to meet or exceed local code; changing tables in each unit

**Equipment:**

Staff computer workstations with RFID pads, receipt printers

Devices to read phone account info (Apple pay for example)

Cash/credit/debit card transaction point equipment

Equipment associated with the automated/RFID sorting system

(Portable?) Telephone on desk and telephone in workroom

Book trucks for sorting system

Book trucks for in-person returns

Book trucks/mobile shelving for used book sales

Book trucks/mobile shelving for reserves on hold

Clock

Wastebaskets

Adjacent: Self-service kiosks for opac (on-line public access catalog), check-out, etc. for public (additional kiosks will be located in other areas of the library)

Photocopier/scanner/fax

Copier control card dispenser/cash handling system

**Capacity**

Lobby: 4 people; 100 square feet

Café/Booksale space: 6 people; 150 square feet

Book return/Sorting system: 50 square feet

Welcome Desk: 100 square feet

Welcome Desk Workroom: 150 square feet

**Non-assignable space:** Public restrooms; supply storage in Workroom; photocopier/scanner

**Noise Level:** High

**Area Required:** 550 square feet

**Adjacencies:**

Main entrance to building, public restrooms, Children's Center, Community Gathering/Living Room Space/Popular Collections, Staff Areas

## **Children's Center**

The Children's Center, which will continue to carry the name Nancy M. Cappellini Children's Room, will be a bright, cheery, welcoming space with segments devoted to the various developmental stages of childhood. The space will be highly flexible, with as much of the furniture and shelving as is possible on heavy-duty caster systems to easily permit the reconfiguration of space, in both the short and long term. The toddler area will be equipped with low shelving and bins for boardbooks and toys, storage for media appropriate for toddlers, and a play area for the very young. The toddler area flows into the easy reader section and contains materials in print and various media formats and appropriate-sized furniture. The collection focused on older children will be located adjacent to the easy reader section, with books, magazines, and media appropriate to that reading level.

The Story Nook and Toddler Creative Play areas will be configured to permit combining the space into programming space within the Children's Center. Furnishings and fixtures will be mobile and easily shifted to open up the space to house 25 children and caregivers.

The Children's Center will offer users the ability to check out materials from kid-sized and adult kiosks within the space. The kiosks will also serve as the public catalog.

Sight lines will be generous and open to permit easy monitoring of children using the area to ensure they are safe and using library resources appropriately. There will be furniture located in a variety of locations in the Children's Center for displaying the collection and for special displays from the community. Maintaining a window seat similar (but with a cozier design) to that in the current library is a priority. There will continue to be natural lighting with large windows, preferably with a view towards natural plantings. The Children's Center will be contained with glass walls, or glass upper walls, for sound containment and to reduce opportunities for children, for their safety, to leave the area without their caregiver. There will be a uni-sex restroom equipped with child-sized fixtures and a changing station accessible only from the Children's Center.

The Children's Center will be directly adjacent to the Multipurpose Room, which will be available for programs with a large attendance. In between the Children's Center and the Multipurpose Room will be a craft room with a sink that can be used by children and by adults, and a coat room with adult and child-height hangers/racks and a "stroller parking lot" to accommodate strollers coming into the building. In the ideal, there would be a uni-sex family restroom located directly adjacent to the area.

**Contains:**

The Children's Center contains the children's collection in all formats, equipment for using the various media in the collection, computers and other technology learning devices, such as a computer learning wall, appropriate to children, age-appropriate leisure reading areas with lounge furniture, study/work tables, a small storyhour nook for approximately 20-25 children, a play area for toddlers and younger children, and a restroom for use by children and their caregivers. A family restroom will be located in the Children's Center area.

**Furnishings:**

Flexible, moveable, highly adjustable shelving and other storage for the collection

Mobile art display units

Lounge seating for children and adults; floor seating for children

Study/work tables at various sizes to accommodate everything from toddler to adult

Display furniture at child-height

Storage for various types of media

Staff workstation

Secure storage

**Equipment:**

Self-service kiosks, 1 child-sized

Computers for use by children

Oversize digital touch screen wall

Touch table

Various equipment to play media in collection

Book trucks

"Trucks" for moving materials to/from the multipurpose room for programs

Portable telephone

**Capacity:**

Story Nook: 25 children; 225 square feet

Toddler Play area: 15 children; 450 square feet

Easy Reader: 5 children; 150 square feet

Older Children: 5 children; 150 square feet

Total Reader seats: 50; 975 square feet

Computers and learning tables: 10 seats; 150 square feet

Staff Service Point: 150 square feet

Collection: 20,000 books and AV; 1,600 square feet

**Non-assignable space:** Family restroom; stroller parking; storage for games, storyhour support items, etc.

**Noise Level:** High

**Area Required:** 2,875 square feet

**Adjacencies:** Main/User Services Entrance, Multipurpose and Meeting Rooms

### **Teens and Tweens:**

The Teen area will be designed with the middle school to high school set in mind. It will be comfortable, with teen-friendly furnishings, games, displays, and technology equipment. There will be walls or other architectural elements for noise containment. Much of the wall area should be clear for visual oversight. It will be important to create a space that retains a sense of privacy for its users while maintaining good visibility of the area. Computer equipment use is expected to be with a portable device, “checked-out” from centralized storage. There will be 1 public computer workstation and printer.

The Teen area will also be directly adjacent to the Meeting and study rooms, providing direct access to group study areas. The collection housed in this area will focus on current, popular reading materials and media, with ease of use of the broader collection housed in the adjacent Popular Collections.

### **Furnishings:**

Durable, fun teen lounge furniture

Tables with chairs for group work, games, creative activities

White board or white wall

Portable staff workstation

Portable, lockable storage cabinets

### **Equipment:**

Computer/printer/scanner

Equipment for listening/viewing media

### **Capacity:**

Leisure and table seating: 8 seats; 240 square feet

Collection: 3,500 items; 300 square feet

**Noise Level:** High

**Area Required:** 540 square feet

**Adjacencies:** Community Gathering/Living Room; Meeting & Study Rooms

### **Community Gathering/Living Room Space and Popular Collections**

The Community Gathering/Living Room Space will provide leisure seating and casual study/work seating. The new titles in print and other media will be housed in this area, near the Welcome Desk and the self-check kiosks. The heavily-used new titles and media

will be housed closest to the Main Entrance/Welcome Desk. The Fiction collection will be adjacent to the new titles/media/leisure reading area, and Non-fiction will be housed to the back of the area. A limited number of public computers/printers/scanners will be housed in this area, supplemented by computing units such as portable “checked out” tablets or similar devices for use throughout the building.

Sight lines from the Staff Services desk throughout the area will be maximized, requiring careful and creative planning for the selection and arranging of shelving. Consideration will be given to at least some portion of the collection being arranged/displayed in a “bookstore-like” fashion, to market the collection.

The area will be light and comfortable. There will be windows for natural light adjacent to leisure seating. Furniture and fixtures will be flexible, durable, and easy to keep clean. A staff service point/work area will be located in the space. The space may include flexible office system individual study “rooms” with glass walls for sound reduction and monitoring of activity within the space. The general feeling of this area of the building is relaxing and welcoming and it will serve as the “living room” of the library. At least some portion of the space will be a “food friendly” space with appropriate flooring and furnishings.

### **Furnishings**

(Note: all furnishings are to be sturdy, easy-to-clean items)

Combination shelving/display units on casters for new titles in various formats

Standard library shelving for fiction, non-fiction, large print collections

Shelving height no greater than 60” desirable

Flexible shelving/racking systems for media

Leisure seating

Tables for working with oversize materials

Wired tables and individual study furniture

Task chairs for public seating at tables

Easy-to-move seating for user convenience throughout the shelving area

Portable workstation on casters for staff

Half-size book trucks

Self-service dispenser for a variety of portable library technology devices, laptops, iPads, tablets, eReaders, and similar devices

Locking cupboards or similar housing for portable devices for use in the building and/or for loan

### **Equipment**

Self-service kiosks

**Capacity**

Leisure seating for 25 people: 750 square feet

Work table/station seating for 20: 600 square feet

Adult Collection:

New Collection (Book and Media Titles; Periodicals): 3,000

Media: 7,500

Large-Print: 4,000

Fiction: 14,200

Non-Fiction: 12,200

Periodicals and Newspapers: 100

Total Adult Collection: 41,000; 3,150 square feet

(Note: a large number of titles will be available on a portable electronic device, such as a tablet, for use in the library or to check out for home use)

Staff Service Point: 150 square feet

**Non-assignable space:** Display furnishings & storage; storage for “loaner” computer devices

**Noise Level:** Low, minimal, low-level conversation

**Area Required:** 4,650 square feet

**Adjacencies:** Main Entrance/Welcome Desk; Teens; Meeting & Study Rooms

**Multipurpose Meeting and Program Rooms; Group and Individual Study Rooms**

The multipurpose, program, small meeting, and group and individual study rooms will be flexible in design and provide access to a high level of electronic and technology connectivity. The multipurpose and small meeting rooms will be located next to each other and will be accessible for “after-hours” use. These rooms will have zoned security and energy-management climate control system and lighting controls to facilitate use outside of library hours. Sound insulation will be at the highest level. A small kitchen will be adjacent to the multipurpose and small meeting rooms and will also be accessible for after-hours use.

**Multipurpose Room:**

This space will be the primary location for programming events, those organized by the library and those organized by community groups. In the ideal, this room is located directly adjacent to the Children’s Center for ease of programming, as well as directly adjacent to the stroller/wheel-chair parking area. The multipurpose room will also be near, if not

adjacent, to the Teen & Tweens area. The flexibility of the space will be enhanced through sound-proof folding divider walls, and with a “portable” stage that can be dropped down from its storage on the wall and can also serve as additional raised bleacher-style seating. The room will be equipped with an integrated, state-of-the-art sound and projection system that is easily accessible for repair/replacement. A minimum of 2 walls will be available for projection purposes. The room will have superior sound-containment, surfaces that are durable, and furniture and flooring that is easy to clean and maintain. In the event the building requires an elevator, the multipurpose room will be adjacent to the elevator, and the elevator is either not required to enter the space for after-hours use, or the elevator is contained within the area of the building that can be segregated for use when the library is closed. The room will also have a direct ADA compliant exit to the outside. There will be minimal windows, with a light-blocking, easy-to-operate, durable shade system. There will be ample storage for chairs, tables, miscellaneous furniture and fixtures immediately adjacent.

**Furnishings:**

125 adult chairs; 100 child-sized chairs; 50 story hour floor cushions; 12 flexible and attractive portable tables; podium; trash/recycling receptacles

**Equipment:**

Smart whiteboard (either portable or on wall) with associated printer or similar technology

State-of-the-art projection device and sound system

Easels

Mobile refreshment cart (to be stored in kitchen area)

**Capacity:** 125 adults

**Non-assignable Space:** storage for chairs when not in use; easels; supplies such as flip charts; technology and AV equipment not built in to room

**Noise Level:** Moderate to High

**Area Required:** 1500 square feet in meeting room

**Adjacencies:** Children’s Center; Teens & Tweens

## **Small Meeting & Group Study Spaces**

The small meeting rooms (2 rooms) can be used for a variety of purposes including community group meetings, training sessions, staff meetings, group study, and classes. These rooms will be in the same area of the building as the multipurpose room to facilitate after-hours access. As with the multipurpose room, the rooms will be completely flexible in

layout. Sound control will be at a very high level. The walls will be a combination of clear, for visual control, and those prepared to be used as white board space or similar technology. Each room will be equipped with the technology needed for online training, video conferencing, and group planning activities. One of the small meeting rooms will be designated the Marie McLaughlin Historical Room, housing the historical collection, and serving as the meeting room for the Board of Library Trustees.

### **Furnishings**

Sturdy, flexible, portable tables able to seat up to 12 people in each room

Task chairs: 24 task chairs, 12 in each room

Wastebasket/recycling receptacles

Storage unit on wheels for items such as flip charts, markers, paper pads

### **Equipment**

Computer/projection equipment (may be built-in)

Smart whiteboard (portable or wall-mounted) with associated printer

Video-conferencing system

**Capacity:** 12 adults in each room

**Area Required:** 400 square feet in each room; 800 square feet total

**Adjacencies:** Meeting Room

## **Individual Study Rooms**

The individual study rooms (2 rooms, up to 4 people per room) will be designed for those seeking a quiet area for concentrated work, whether it be to study, to tutor, or as an adjunct to their office. The rooms may be modular office systems, providing greater flexibility over time. The rooms will have superior sound control, will be well outfitted technologically and electronically, and will be constructed to permit visual control from outside the room; one wall will be prepared as a white board or similar system.

### **Furnishings:**

Portable, easy to clean table that seats 4 in each room

8 task chairs, 4 in each room

Wastebasket/recycling receptacles

### **Equipment:**

Smart white board, easel

**Capacity:** 4 in each room; total of 8 in 2 rooms

**Area Required:** 100 square feet each; total of 200 square feet

### **Adjacencies:**

Community Gathering/Living Room; Teens & Tweens

## **Staff Areas**

**Staff Room:** The Staff Room is for staff to take breaks from work and to eat lunch and dinner. The space should be comfortable, with tables and chairs for eating, and leisure furniture. The Staff Room will have a full-size refrigerator/freezer, a microwave, a full-size sink, a counter with sufficient space to hold an electric coffee maker/tea kettle, and cupboards or shelving for storing dishes, food supplies, and items such as paper towels. There will be a small separate storage area for cleaning supplies for the kitchen. There will be lockers for staff to secure their belongings, and a coat rack or closet. The room will be adjacent to the Staff Workroom and to a staff bathroom. The room will be away from active public space, but in the ideal would be within easy distance of the Welcome Desk to make it possible for a staff member to quickly respond to a need for assistance.

### **Furnishings:**

Small table seating 6-8

6 chairs for table seating

4 lounge chairs with side tables

Small bookcase and/or coffee table

Bulletin board

Receptacles for storing food waste and regular trash, recycling

Counter space with storage cupboards above and below

### **Equipment:**

Full-sized refrigerator

Microwave

Stove

Dishwasher

Coffee and tea makers

**Capacity:** Up to 8

**Noise Level:** Low to Moderate

**Area Required:** 360 square feet

**Adjacencies:** Staff restroom; Welcome Desk; Staff Workroom

## **Work Room**

The Staff Work Room is the area where books and library materials are received and processed on a daily basis, mail is received, and items are processed, repaired, added to or deleted from the collection. The automated sorting system will terminate in the Work Room, with items being sorted into their appropriate bins. The sorting system will be

accessed directly both externally (by way of an external library materials return slot) and internally (by an internal materials return slot and by staff at the Welcome Desk) within the Entrance/Welcome Desk area. A private office for the Library Director will be located directly adjacent to the Staff Work Room. Library staff and volunteers will work in this space.

The Work Room needs to be highly flexible, permitting easy reconfiguration as library needs change. Furnishings such as tables, desks, shelving, and storage cabinets will be rolling stock. Power and data will be available at a high level in the Work Room. There will be a noticeable amount of open floor space in the Work Room, to permit ease of movement of bins and book trucks and to accommodate the ebb and flow of materials resulting from incoming and outgoing deliveries. There will be a delivery door/loading dock directly into the Work Room.

**Furnishings:**

Work tables

Task chairs

Portable storage cabinets

Portable shelving units

Bulletin board

**Equipment:**

Sorting System

Computers, Printers

Telephone

**Capacity:** 8-10 (staff and volunteers)

Delivery Receiving/Processing: 200 square feet

Staff Work Area: 350 square feet

**Non-assignable Space:** staff restroom, storage for shipping, processing, and general office supplies, closet for staff coats, lockers

**Noise Level:** Moderate

**Area Required:** 550 square feet

**Adjacencies:** Welcome Desk, Library Director's Office

**Library Director's Office**

The library administrator's office will be located adjacent to the staff workroom, with direct access to the Welcome Desk area. The office will include a desk/workstation, file

storage, and a table and chairs to accommodate meetings and project work. Furnishings should be flexible, permitting future rearrangement.

**Furnishings:**

Desk/workstation

Task chair

Table and 6 task chairs

Filing cabinet

Coat rack

**Equipment:**

Computer

Printer/scanner

Telephone

**Capacity:**

6 people at table

**Noise level:** Moderate

**Area Required:** 200 square feet

**Adjacencies:** Staff Workroom; Board of Library Trustees meeting room; Welcome Desk

**Additional Non-assignable Requirements:**

Custodial storage and workroom, utility room, general storage, computer server room



### Summary Chart of Collection, Reader Seats, Sq. Footage

Area	Section	Collection	Reader Seats	Tech and Meeting Rooms Seats not included in Reader Seat Count	Square Footage Estimate
<b>Main Entrance and Welcome Center</b>					
	Lobby		2		100
	"Café"/Booksale area				150
	Book Return/Sorting System				50
	Welcome Desk				100
	Welcome Desk Workroom	100			150
	Non-assignable: Photocopier, scanner/fax ), Public Restrooms				
Subtotal		100	2		<b>550</b>
<b>Children's Center</b>					
	Story Nook		25		225
	Toddler Creative Play		15		450
	Easy Reader Seating		5		150
	Older Kids Corner with seating		5		150
	Computers/interactive learning			10	150
	Collection	20,000			1600
	Staff service point/work area (covers Teen area)				150
	Non-assignable: Stroller parking, Storage for games, storyhour supplies, Family restroom				
Subtotal		20,000	50	10	<b>2875</b>
<b>Teens &amp; Tweens</b>					
	Leisure and table seating		4	4	240
	Collection	3500			300
Subtotal		3500	4	4	<b>540</b>

<b>Community Gathering/Living Room Space/Popular Collections</b>					
	Leisure seating		25		750
	Work tables/technology stations		10	10	600
	Collection (new, high traffic, periodicals)	3000			300
	Collection (fiction, non-fiction, audio-visual)	38000			2850
	Staff service point/work area				150
	Non-assignable: Storage for "loaner" computer devices, Display furnishings				
Subtotal		41,000	35	10	<b>4650</b>
<b>Meeting &amp; Study Rooms</b>					
	Multipurpose Room			125	1500
	Small meeting & Group Study Rooms/Trustees' Meeting Room/Local history collection	150		24	800
	Individual Study Rooms			8	200
	Non-assignable: storage for chairs, tables, easels, supplies such as flip charts; technology and AV equipment not built in to room				
Subtotal		150		157	<b>2500</b>
<b>Staff Areas</b>					
	Staff Break Room				360
	Staff Workroom/Delivery Processing	300			550
	Director's Office	20			200
	Non-assignable: staff restroom; Custodial Storage/work area				
Subtotal		320			<b>1110</b>
<b>Total Assignable</b>		<b>65,070</b>	<b>91</b>	<b>181</b>	<b>12225</b>
<b>Non-assignable 30% of gross area</b>	<b>Public restrooms, mechanical space, general and supply storage, server closet, etc.</b>				<b>3667</b>
<b>Grand Total Collection, Seats, Square Feet</b>		<b>65070</b>	<b>91</b>	<b>181</b>	<b>15892</b>

# Appendices

<b>Hanson Public Library Planning Survey</b>	<b>page 42</b>
<b>Survey Results</b>	<b>page 46</b>
<b>Project Promotion &amp; Publicity</b>	<b>page 50</b>
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# Library Planning Survey Appendix A



## Hanson Public Library Planning Survey 2018

The Board of Trustees of the Hanson Public Library is seeking your help as they begin to think about options for improvements in library services to the community and the library facility that supports those services. Please assist with this effort by responding to this survey by March 9, 2018. Thank you.

If you are completing the survey in paper form (rather than on the Library website), please return it to: Hanson Public Library, 132 Maquan Street, Hanson, MA 02341

### 1. Thinking about the library and the community it serves, how important is each of the following:

	Very Important	Moderately important	Less important	Not important	No opinion
Borrowing books, DVDs, CDs, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloading digital books, music, movies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs and classes for adults	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs and classes for children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computers, printers, other technology, and the internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance using technology and technology equipment, personal and library-owned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Small community meeting rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Large community meeting/program room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private individual/group study rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Separate quiet areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Art exhibit space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Appendix A Community Survey

	Very Important	Moderately important	Less important	Not important	No opinion
"Office" space for entrepreneurs, start-ups, work-at-home individuals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job and career resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library staff available to assist with research, technology, and searching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gaming space/room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maker space (3-D printers, craft equipment such as sewing machines, jewelry making equipment, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expanded learning opportunities for the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expanded open hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support for the local business community (i.e. research assistance, computer training)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expanded partnerships with community organizations, schools, groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides a space for meeting and interacting with neighbors and friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place to meet new people and make new friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery of library materials to the homebound	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<div></div>				

# Appendix A

## Community Survey

### 2. Members of my household would use the library more if there were (check all that apply):

- |  |  |
|--|--|
| <input type="checkbox"/> More public computers                                       | <input type="checkbox"/> A unified area for tweens/teens/young adults  |
| <input type="checkbox"/> More comfortable seating                                    | <input type="checkbox"/> The books, DVDs, CDs, and other parts of the collection were easier to access (i.e. lower shelving, more space around materials, more displays of materials.) |
| <input type="checkbox"/> Quiet study areas   | <input type="checkbox"/> Hours of public service were different/expanded   |
| <input type="checkbox"/> Comfortable seating with natural lighting and outdoor views | <input type="checkbox"/> More places to use personal computers (access to electrical outlets, seating to accomodate equipment)   |
| <input type="checkbox"/> A small meeting room for community use                      | <input type="checkbox"/> More public programs on topics of interest  |
| <input type="checkbox"/> Small study rooms for individuals or groups                 | <input type="checkbox"/> Expanded parking  |
| <input type="checkbox"/> A larger, unified area for children's activities            | <input type="checkbox"/> An expanded selection of museum passes to borrow  |

Other (please specify)

### 3. If the library redesigned its space, which of the following would you like to see (check all that apply):

- |   |   |
|---|---|
| <input type="checkbox"/> Small meeting rooms  | <input type="checkbox"/> Incorporation of outdoor space into library space (reading garden for example) |
| <input type="checkbox"/> Expanded/unified children's area                             | <input type="checkbox"/> Staff were more visible, easier to find  |
| <input type="checkbox"/> Expanded/unified tween/teen/young adult area                 | <input type="checkbox"/> Signage was improved   |
| <input type="checkbox"/> Private study/small group study rooms                        | <input type="checkbox"/> Lighting was improved  |
| <input type="checkbox"/> Expanded leisure seating area                                | <input type="checkbox"/> More natural air could flow through the building                               |
| <input type="checkbox"/> Separate children's program and craft/creative learning area | <input type="checkbox"/> Art exhibit area   |
| <input type="checkbox"/> More open floor space  | <input type="checkbox"/> Ability to access the public meeting space when the library is closed          |
| <input type="checkbox"/> More accessible shelving for books, DVDs, CDs, etc.          | <input type="checkbox"/> Space for historical collections   |
| <input type="checkbox"/> More parking   |   |

Other (please specify)

### 4. What is your age group?

- |   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> 14 and younger | <input type="checkbox"/> 40-59        |
| <input type="checkbox"/> 15-24          | <input type="checkbox"/> 60-75        |
| <input type="checkbox"/> 25-39          | <input type="checkbox"/> 76 and older |

*Appendix A*  
*Community Survey*

**5. What do you value most about the Hanson Public Library?**

**6. How does the library benefit you and/or the community?**

**7. Are there new programs, services, equipment, or other improvements you think would enhance the library and result in your using the library more?**

**8. Are there physical changes that you think would enhance the library and result in you using it more?**

**9. We would like to thank you for participating and offer you the chance to win a \$25.00 gift certificate from Shaw's. Please add your contact information below if you would like to participate in the drawing.**

Name

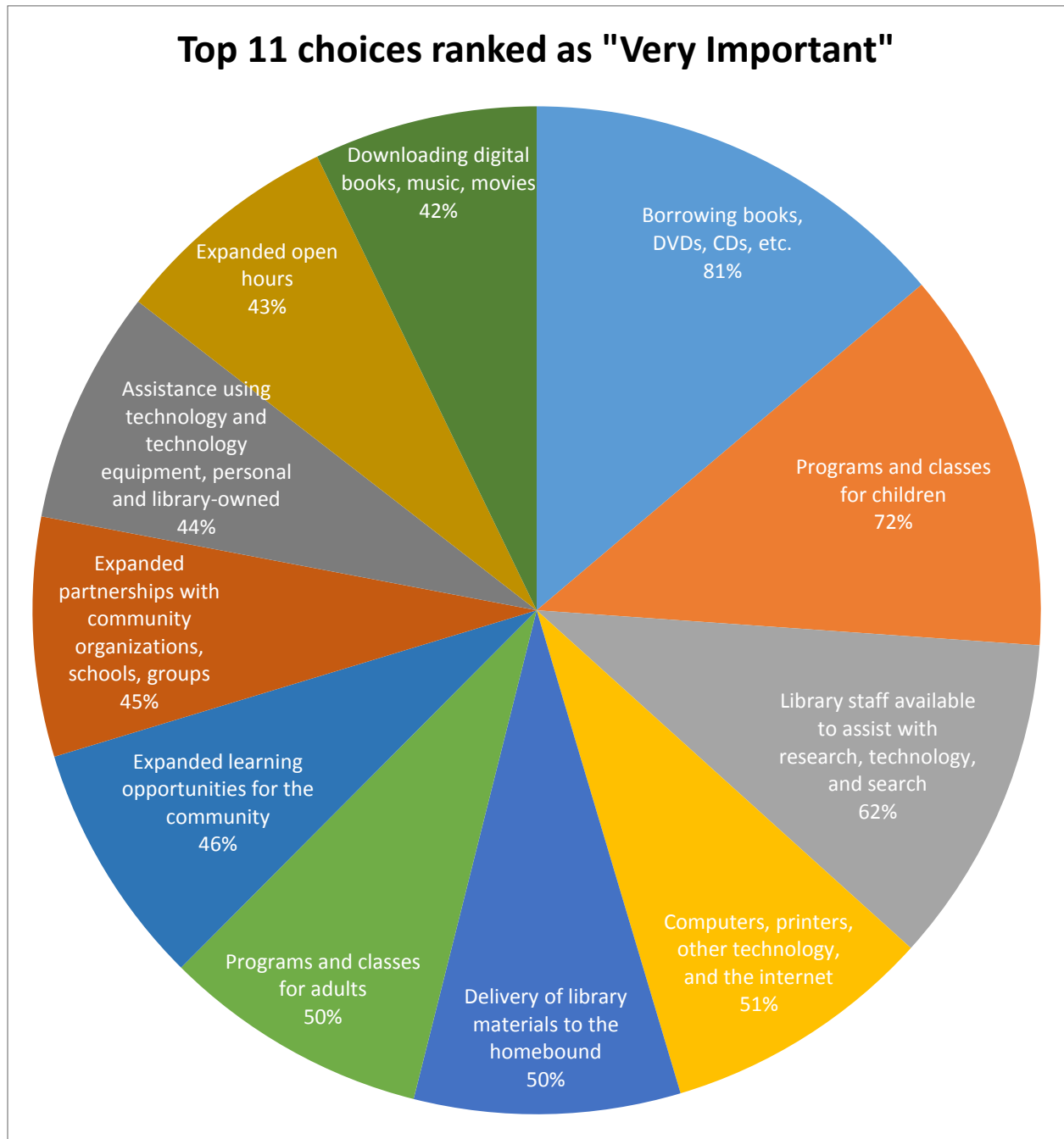
Email Address

Phone Number

## Appendix B

### Selected Survey Results

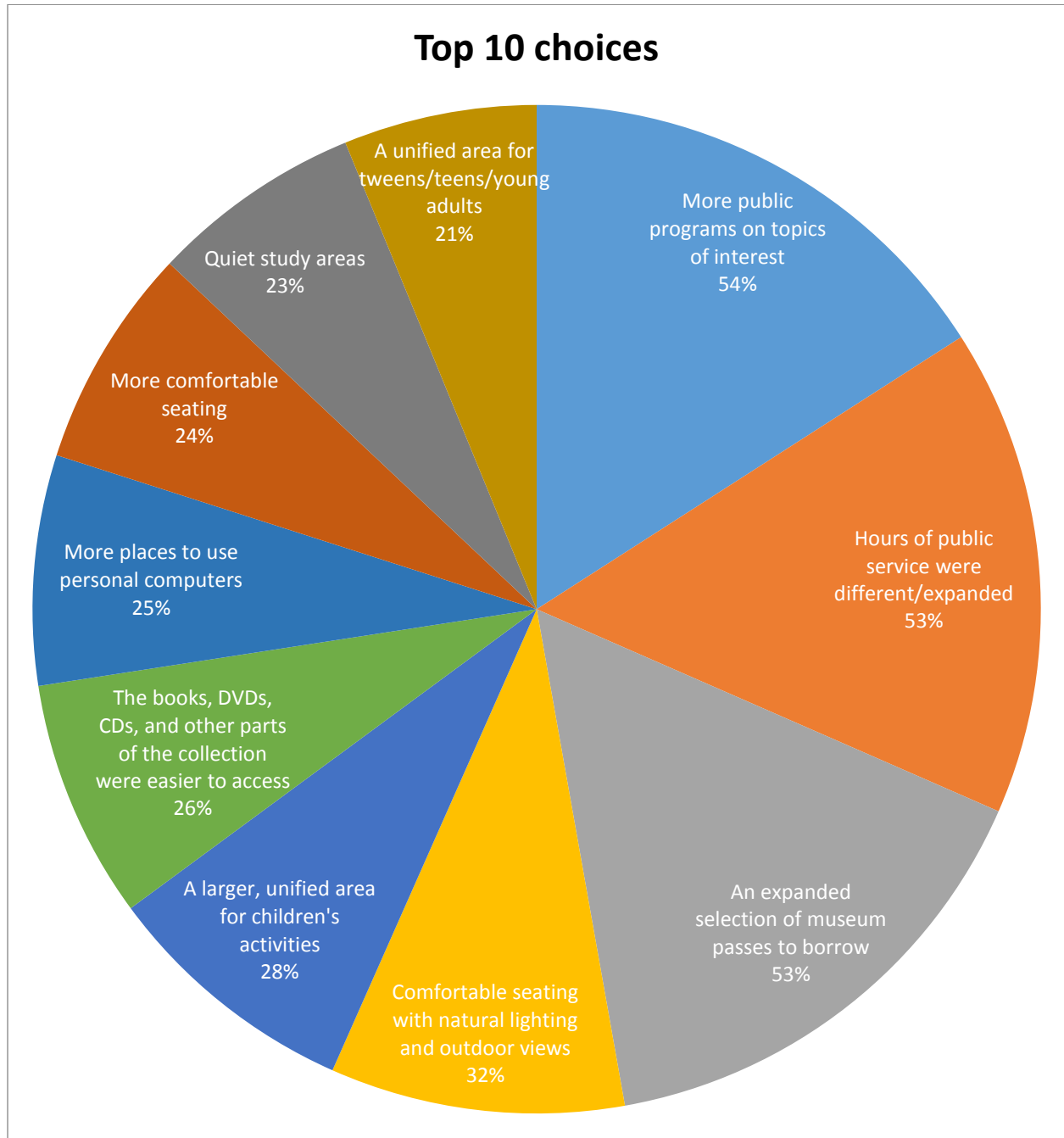
**Question 1: Thinking about the library and the community it serves, how important is each of the following?**



## Appendix B

### Selected Survey Results

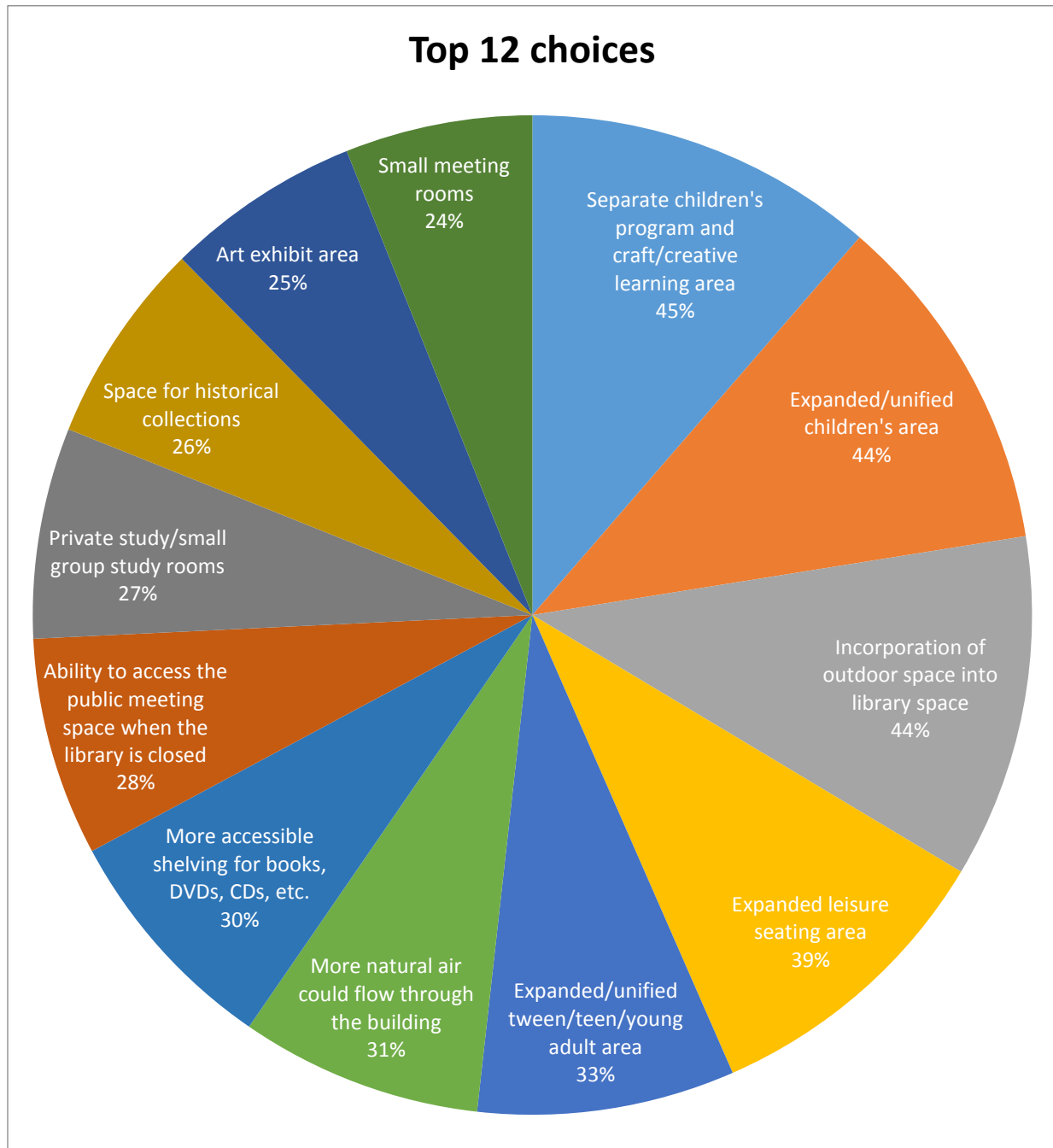
**Question 2: Members of my household would use the library more if there were...?**



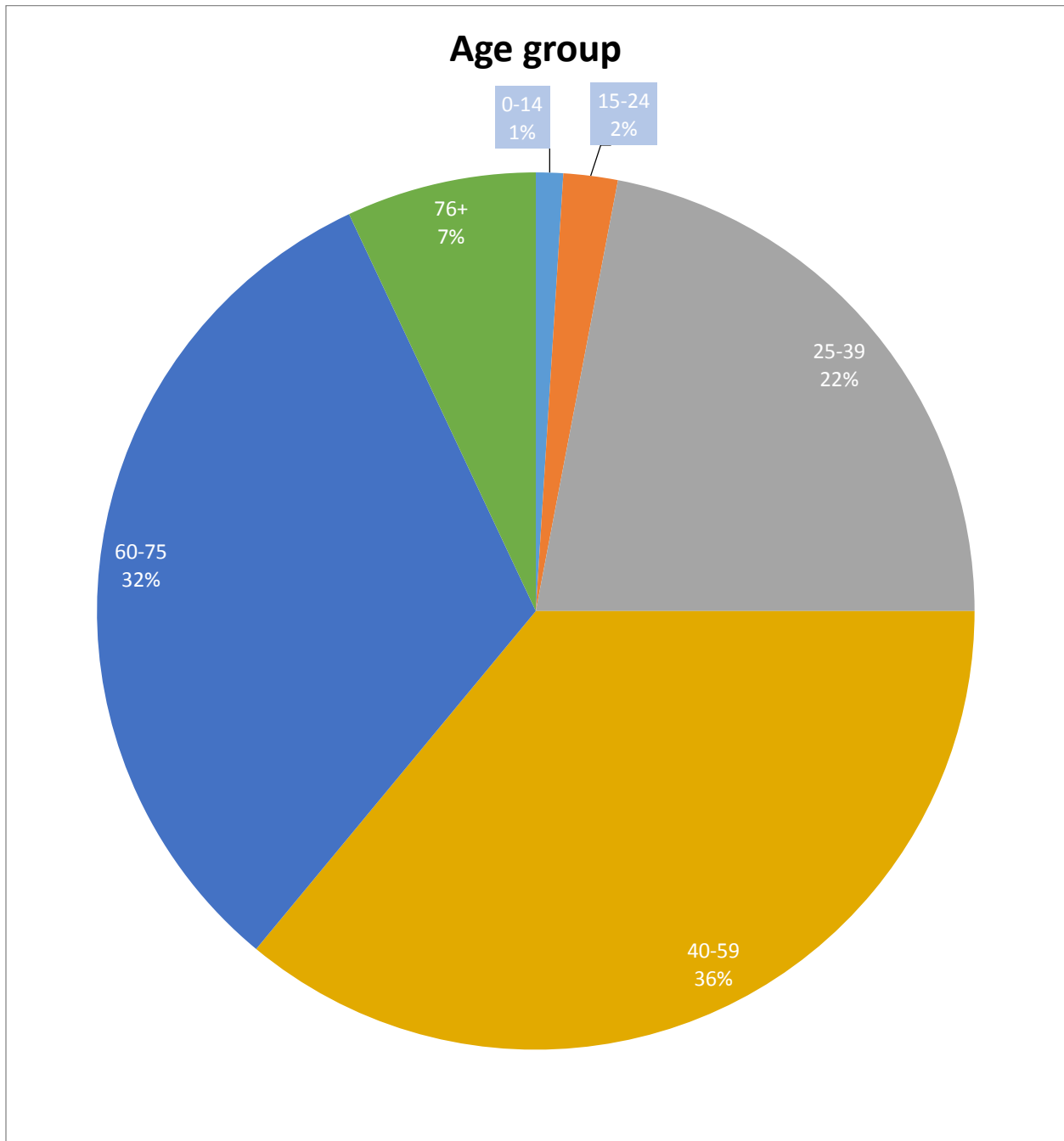
## Appendix B

### Selected Survey Results

**Question 3: If the library redesigned its space, which of the following would you like to see?**



**Question 4: What is your age group?**



**Front View**



**Back View**

<p><b>Hanson Public Library Planning Survey 2018</b></p> <p>The Board of Trustees of the Hanson Public Library is seeking your help as they explore options for improvements in library services to the community and the library facility. Please assist with this effort by responding to our survey by March 9, 2018. Thank you.</p> <p>The survey is available to complete online at: <a href="http://hansonlibrary.org">hansonlibrary.org</a></p> <p>If you prefer to complete a paper copy, you may pick one up at the Library or Town Hall. You may also call the library at 781-293-2151 to have a copy of the survey mailed to you. Please return paper copies to: Hanson Public Library, 132 Maquan Street, Hanson, MA 02341</p>	<div><p>NONPROFIT ORG US POSTAGE PAID HANSON, MA PERMIT NO. 05</p></div> <p>RESIDENT HANSON, MA 02341</p>
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## Whitman-Hanson Express Article

Whitman-Hanson Express Article from March 1, 2018

From page 1:

# Hanson Library looks ahead

Surveys, focus groups provide data on community views

BY TRACY F. SEELYE, EXPRESS EDITOR  
EDITOR@WHITMANHANSONEXPRESS.COM

HANSON — Job applicants are frequently asked, “Where do you see yourself in five years?” The Hanson Public Library is asking patrons some similar questions about its next 20 years, and is en-

couraged by the public’s feedback so far.

A survey, now being circulated on the town website and via email to regular patrons as well as on paper at the circulation desk, will soon be mailed out to gather data through March 9 on the library’s future

program offerings and expansion needs.

One need not be a Hanson resident, as library patrons from other communities are encouraged to take part in the study.

continued on page 9

From page 9:

## Hanson Library looking ahead through surveys

continued from page one

So far, the online survey has garnered more than 200 responses, according to Library Director Karen Stolfer of the project being conducted concurrently with the state-required strategic plan, which helps the library apply for grants. The aim is to finish both planning efforts by the fall.

“It’s kind of the first step toward expansion,” Stolfer said last week. “Before you can apply for a construction grant, the state requires you to have a building program on file with them.”

The library has contracted with Boston-based independent consultant Ruth Kowal to conduct the online and mailed survey.

“She’s helping us with

this first stage in the process,” Stolfer said. “She is [also] looking at our collection, what our statistics show, measurements of the building. ... You have to project out for 20 years growth.”

Kowal would be available to help make a presentation to a town meeting either this fall or next spring.

“We’re going to use input I get from the building program to help me write the strategic plan,” said Stolfer, who was aware of a state planning and design grant approved several years ago — as well as the Trustee’s wish to move forward with it — when she came on board as director. “I’ve worked here for 13 years, so I know what some of the deficits of the current facility are. ... I just want to compare it to what people say.”

Patrons have also been taking Sharpie in hand to provide some off-the-cuff feedback to a series of four questions on flip charts in the library.

The first question asked patrons to share their favorite things about the library — with responses including kids’ programs, painting classes, story times, the helpful staff and being able to borrow from other libraries through the SAILS network. Follow-up questions involve what the library does for the community; what new services, programs or equipment would prompt greater use of the library; and are there physical changes that would enhance the library’s mission.

Demographic data will be part of the study, and focus groups will also be a part of that research with the Library

Trustees slated to take part in one with Kowal on Tuesday, Feb. 27, with later focus groups to include the Library Foundation as well as members of the public to follow in early March. Discussions will also be conducted with town leaders, including Town Administrator Michael McCue — who has already begun doing that — and the Board of Selectmen as well as the School Committee.

“We’re trying to get input from different groups in the community,” she said.

The next steps would include a feasibility study, focusing on possible forms of expansion — adding on to the existing building, new construction and, if the latter, the proper location.

“This first documents helps you with that,” said Stolfer,

adding the state requires that three potential locations be submitted for consideration in the case of new construction. She said, if that is the direction sought, the current location, Maquan School or the Plymouth County Hospital site are among the possibilities.

The survey also asks residents and patrons from outside Hanson for their feedback on some possible new directions for the library, such as making workspace available to start-up or home-based businesses as well as small meeting rooms for community groups to use.

“We’re trying to see what people want from the library, compared to what we have currently,” Stolfer said.



## your Hanson Public Library

For the past nine months, the Hanson Public Library has been involved in a planning project. The result is a new five-year Strategic Plan, which is the first step in planning for the future of the Library building. The community input gathered about the library facility and library services has been invaluable, and we want to share it with you!

"What do you value most about the Hanson Public Library?"

"The books and outstanding staff"

"Friendly environment"

"Love storytimes"

"Couldn't live without it"

There were 412 responses to our community input survey, 31 focus group participants, and over 140 comments to questions posted in the Library.

Five areas of focus were identified through the survey:

Service Excellence  
Books & Resources  
Community Gathering  
Programs & Activities  
Technology & Innovation



Priorities that support these themes were determined from the input received. Members of the community consider it important that:

- The Library provide a high level of service excellence
- Books and digital resources remain an important part of what the Library offers
- The Library be an inviting place
- Educational and entertaining programs continue to be offered to all ages in the community
- Patrons have opportunities to interact with new technologies and receive help with technology



Visit the Library's website at [www.hansonlibrary.org/planning](http://www.hansonlibrary.org/planning) to read the full Strategic Plan, which was adopted by the Board of Trustees on September 29, 2018.

